

FIG. 1
PRIOR ART

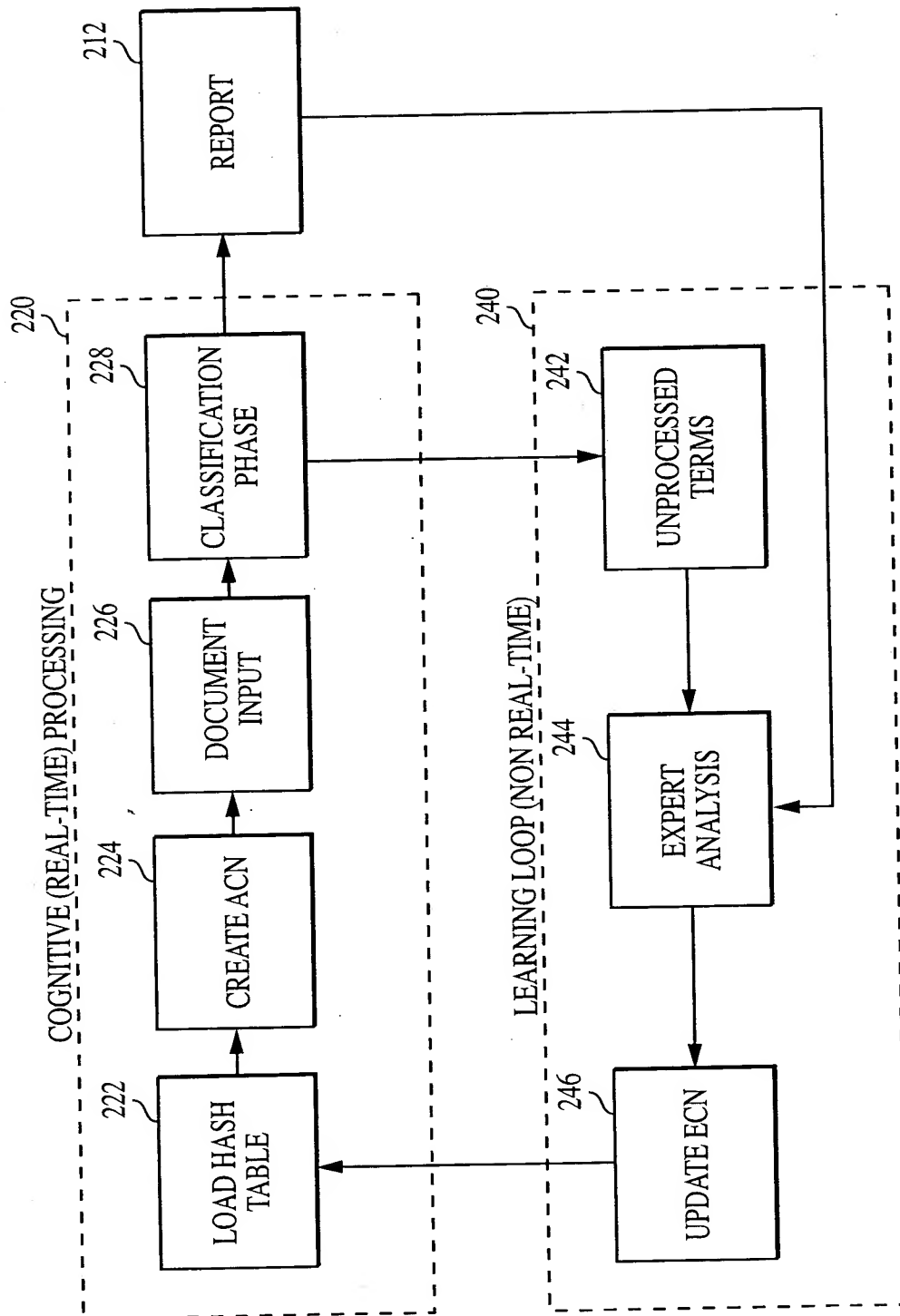


FIG. 2
PRIOR ART

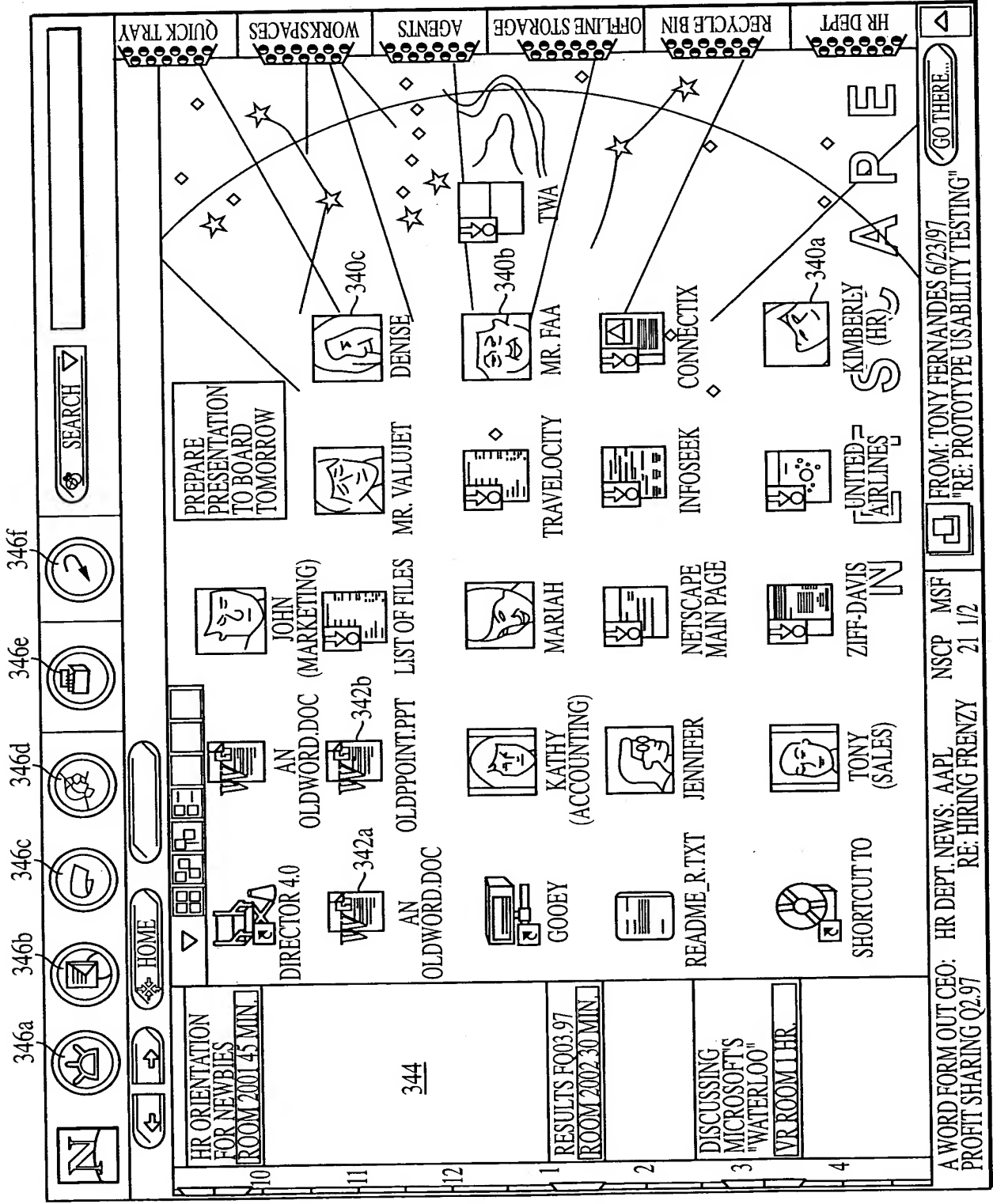


FIG. 3
PRIOR ART

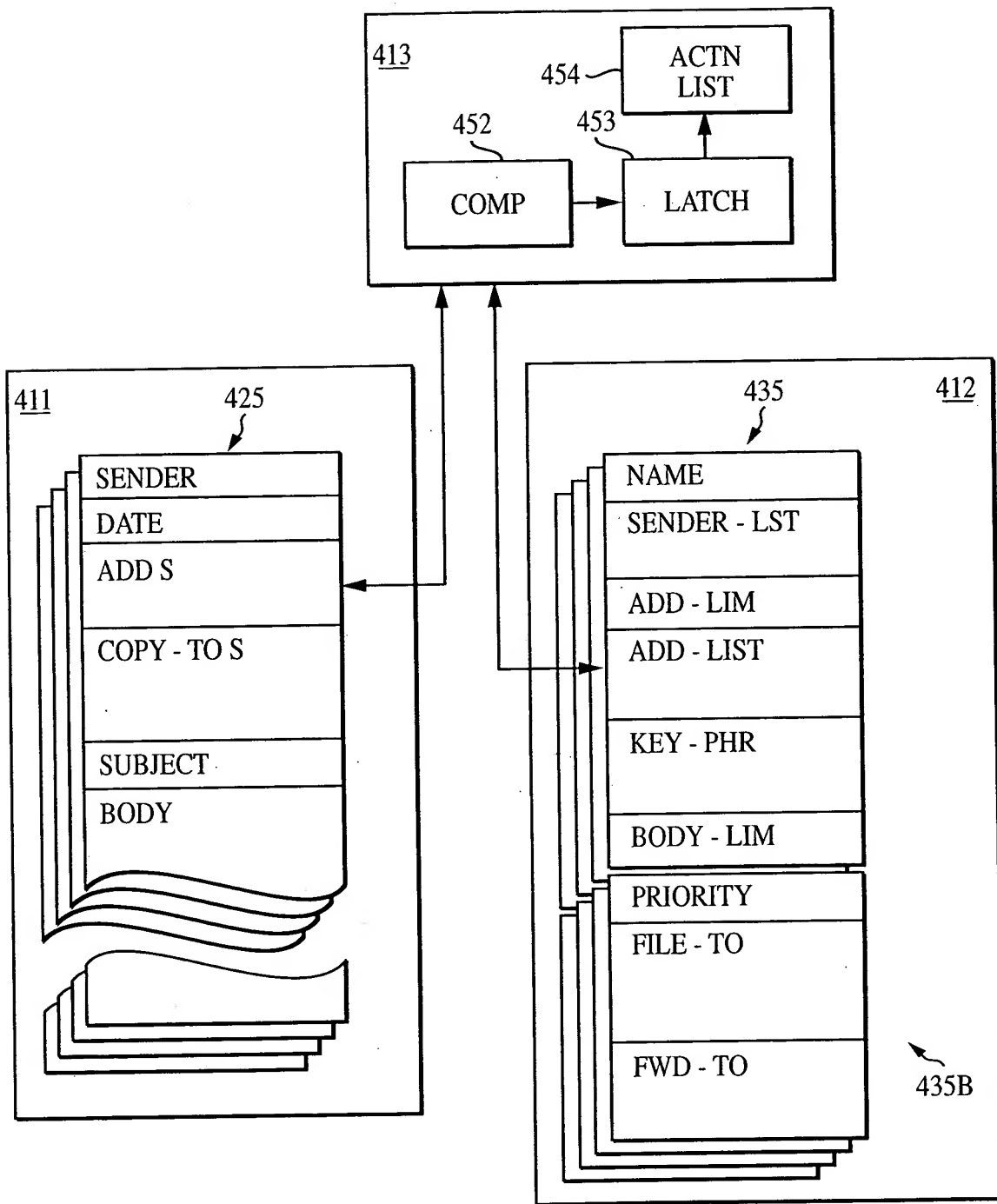


FIG. 4
PRIOR ART

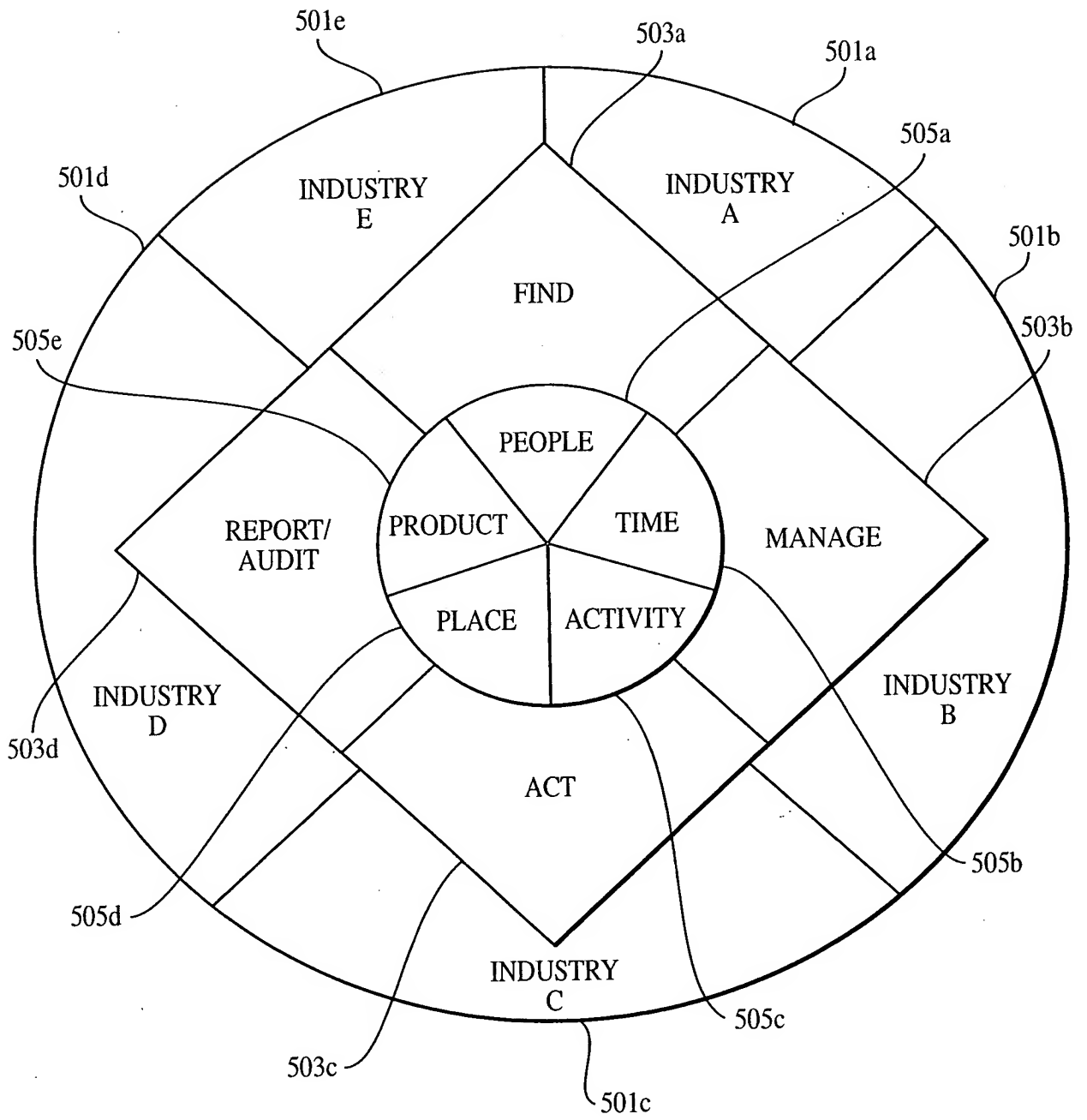


FIG. 5

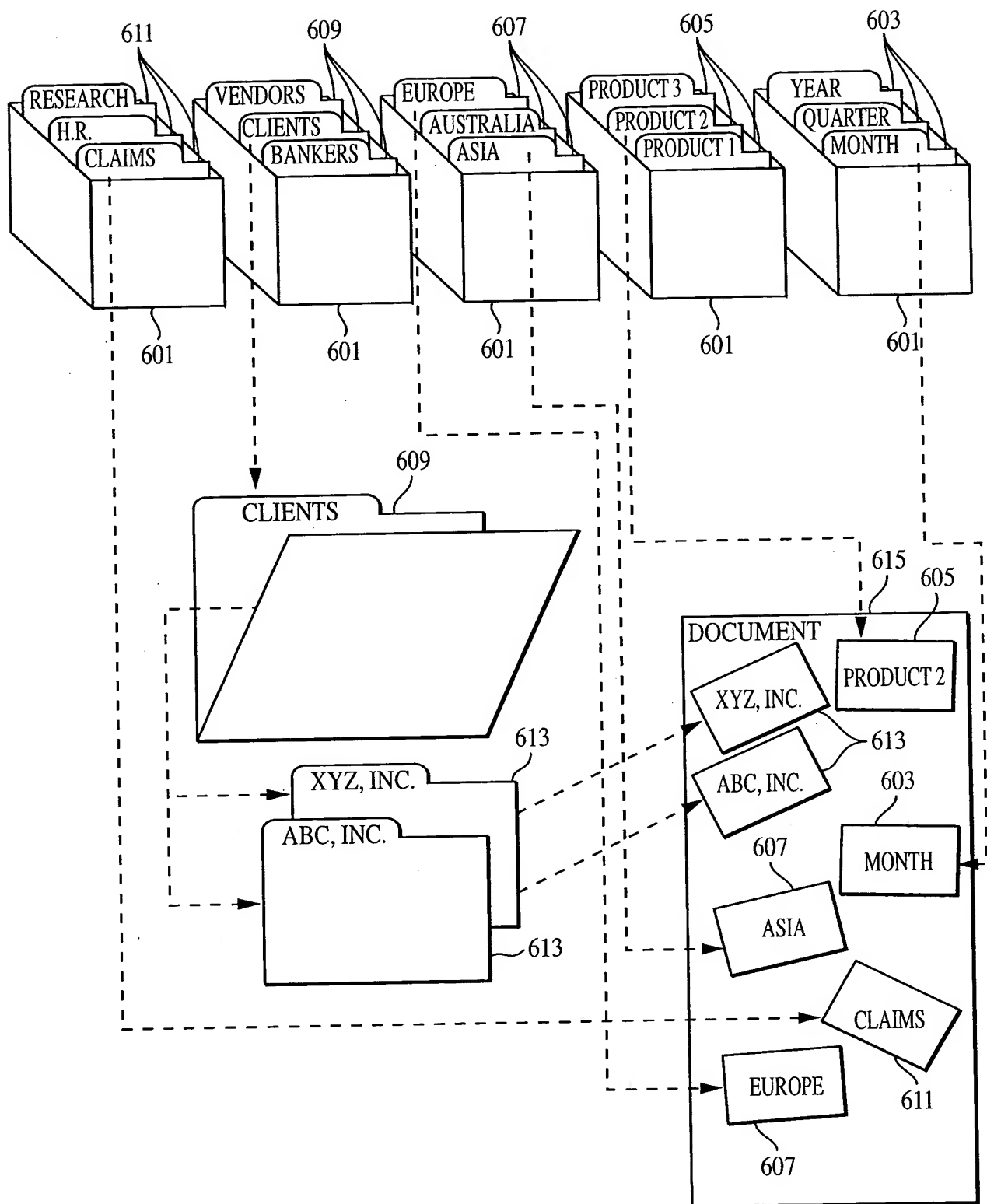


FIG. 6

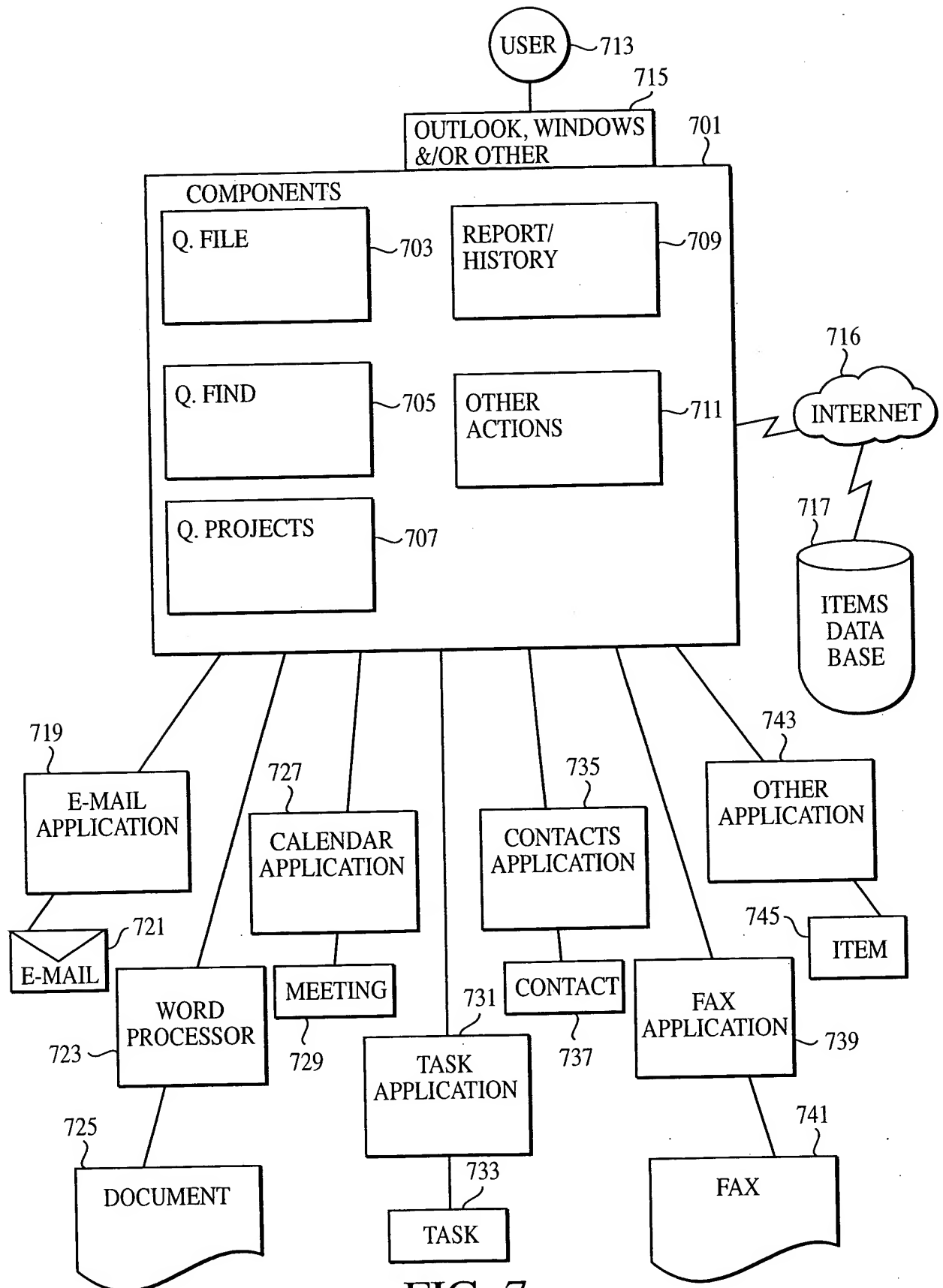


FIG. 7

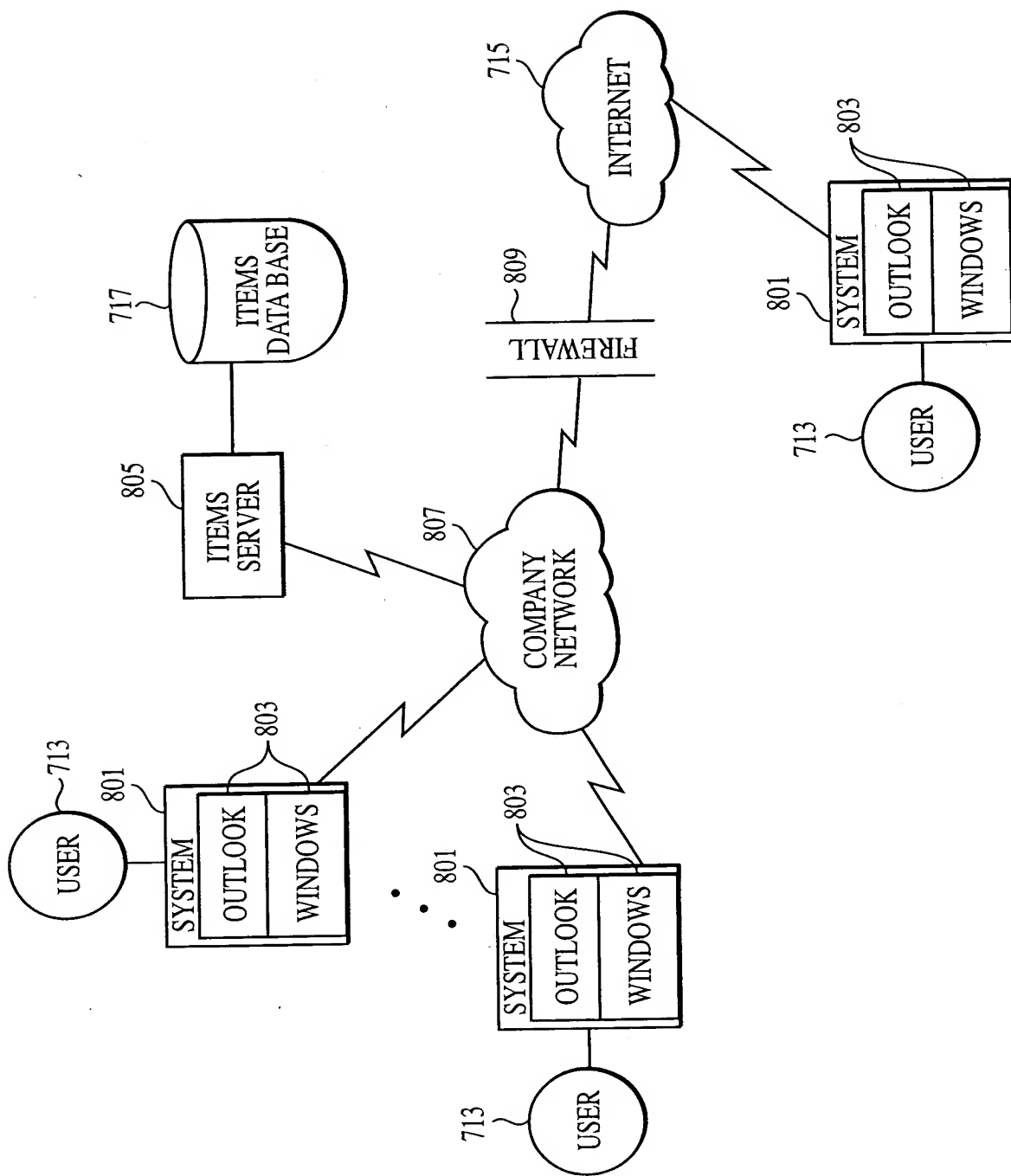


FIG. 8

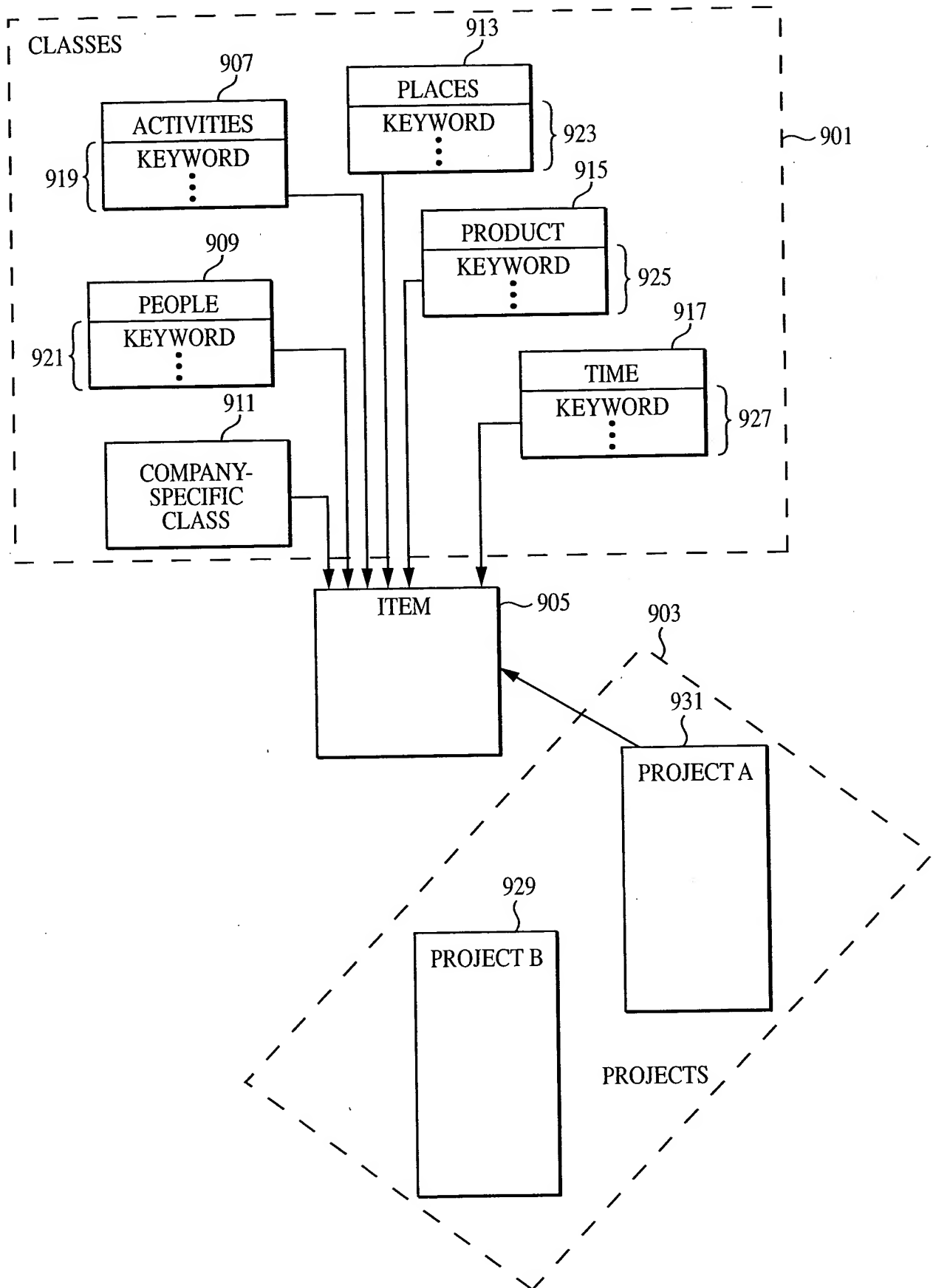


FIG. 9

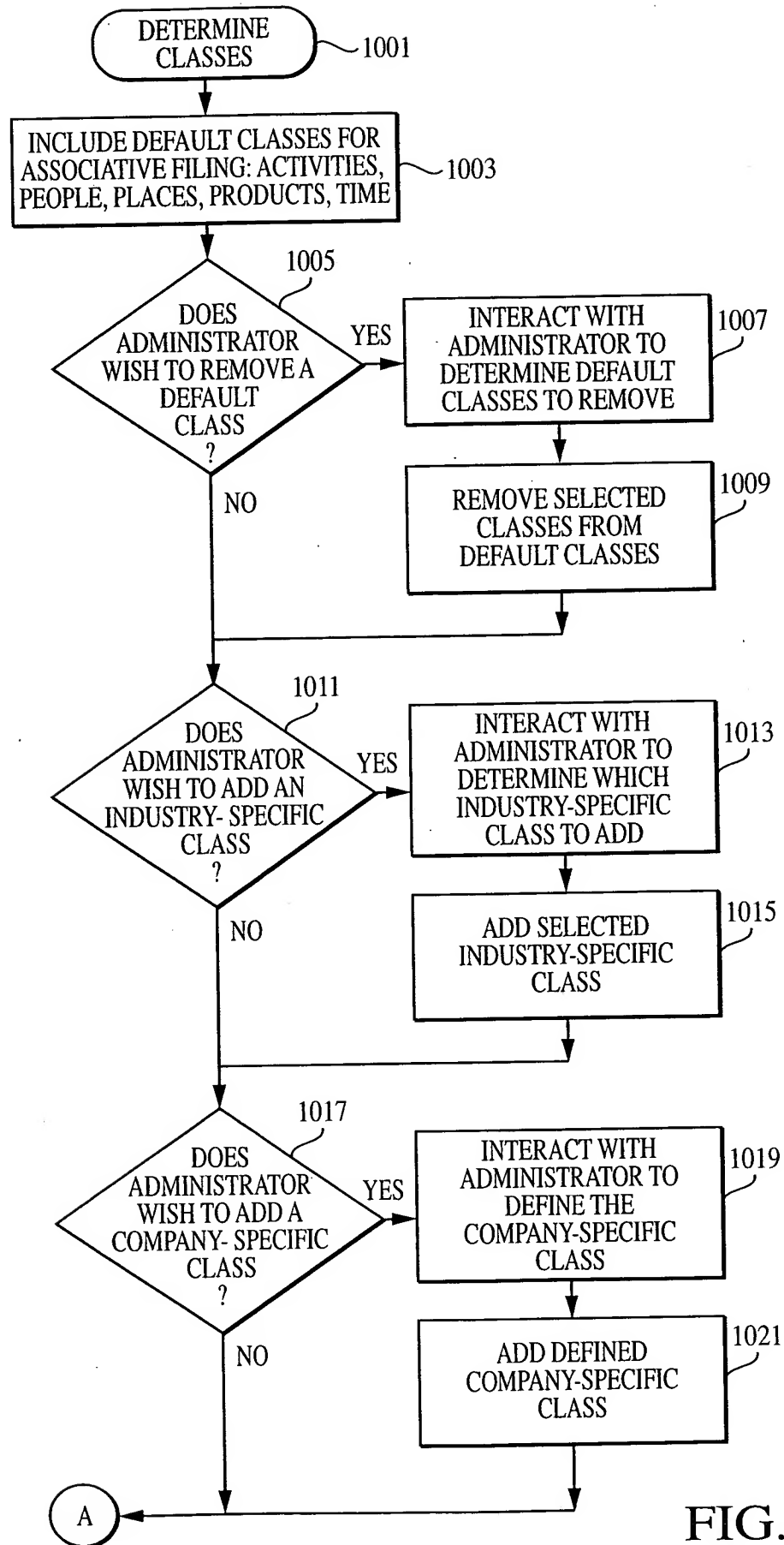


FIG. 10A

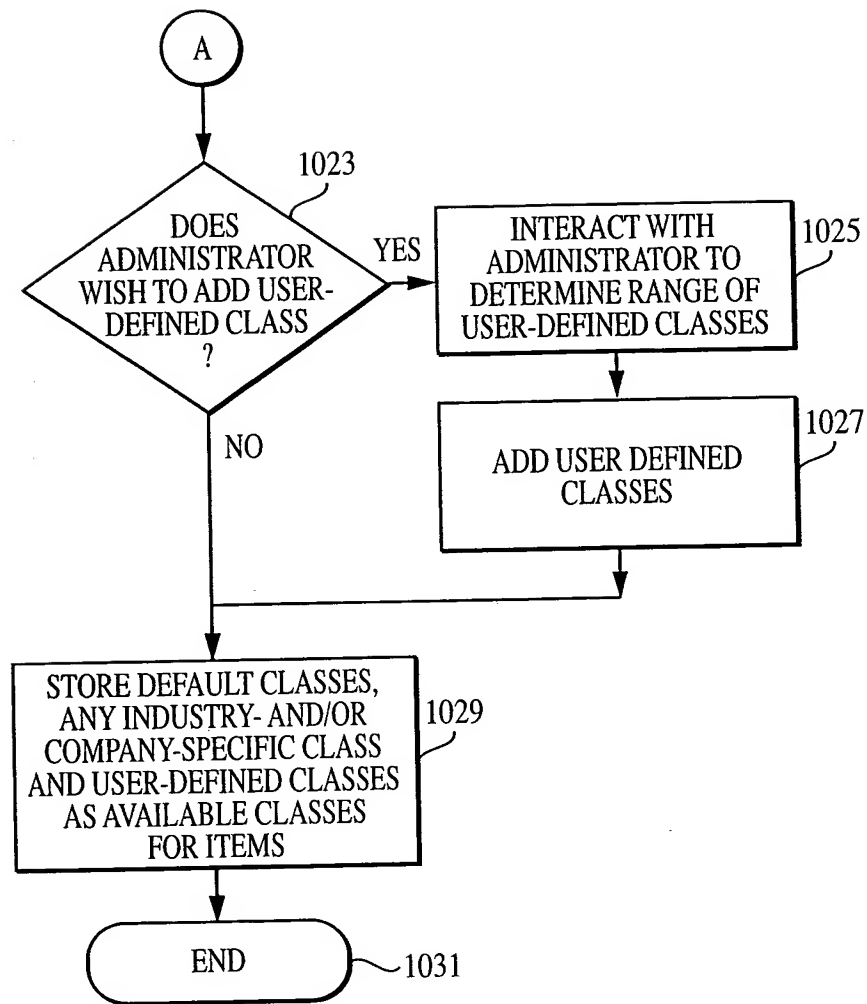


FIG. 10B

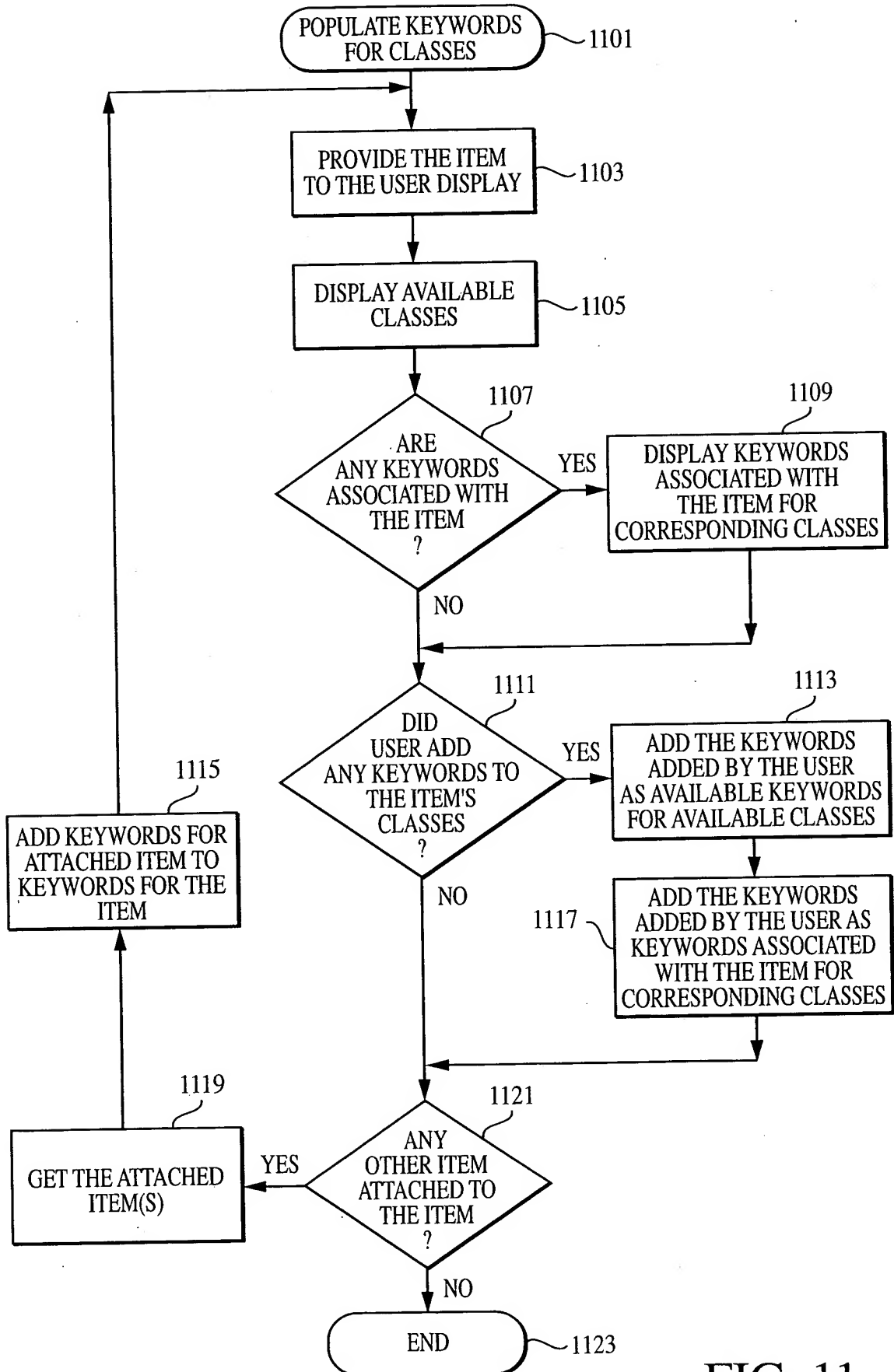


FIG. 11

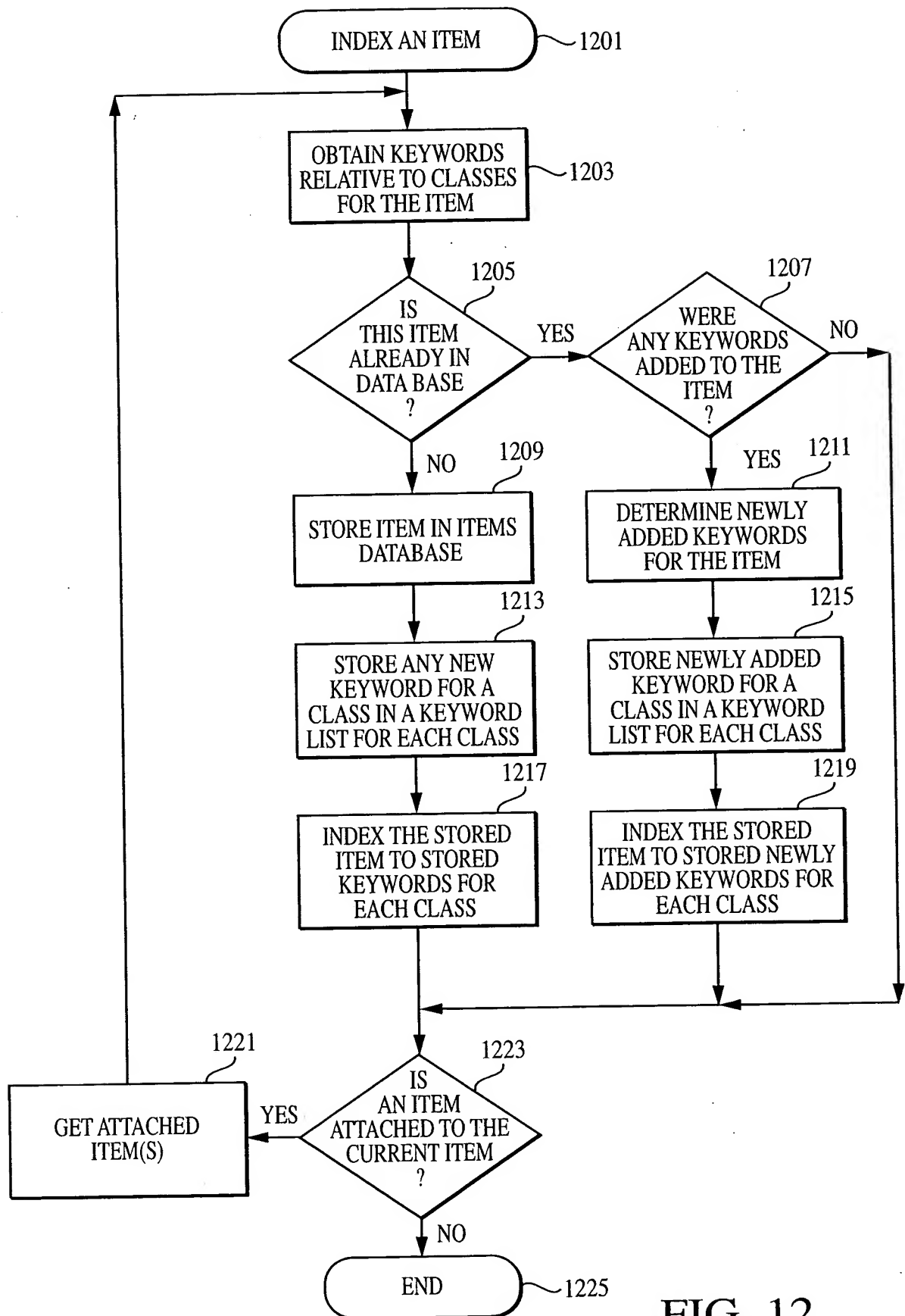


FIG. 12

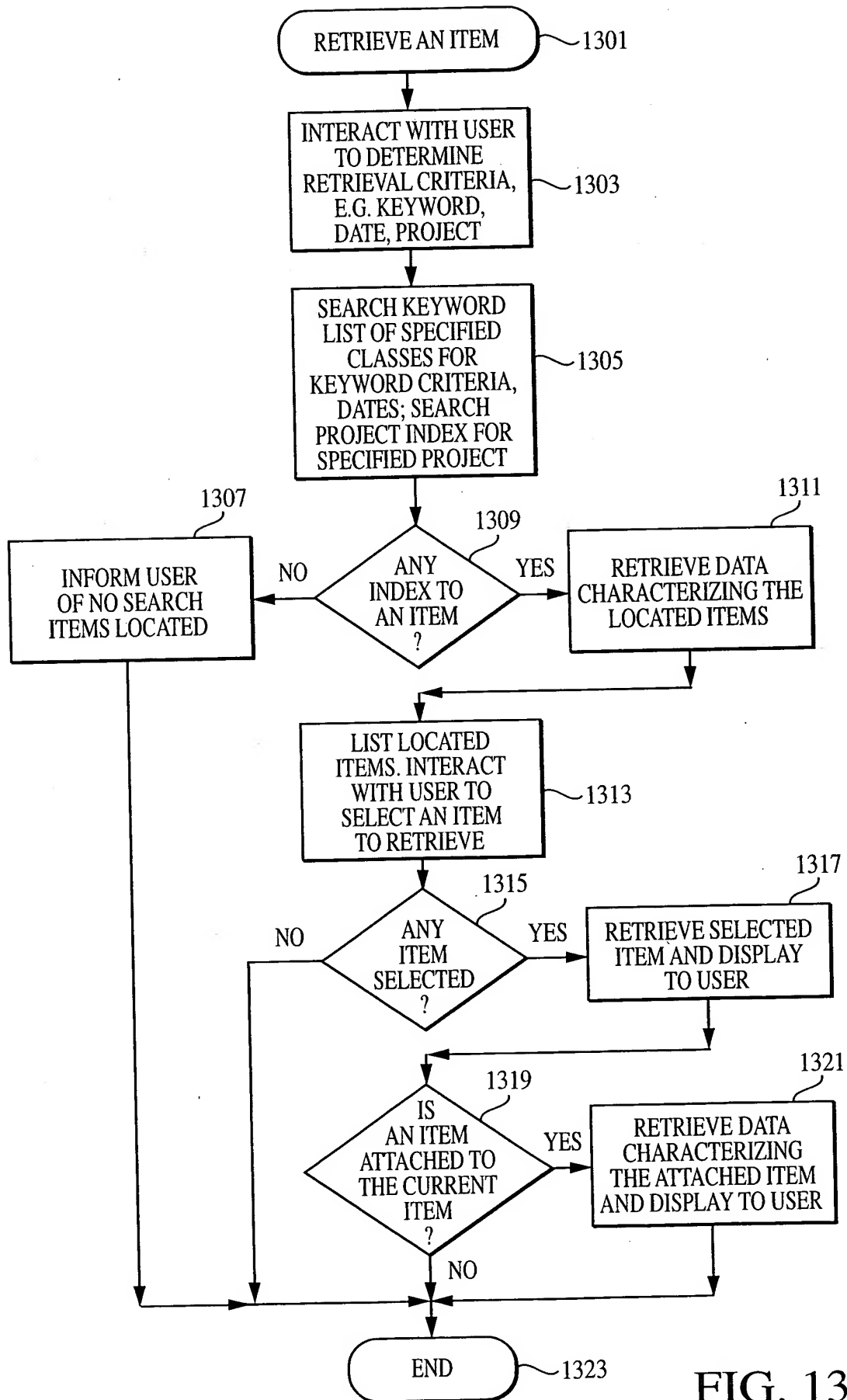


FIG. 13

AMERICAN AIR-AVIATION-XOL-UW-YR2003 (CHECKED OUT)

FILE ACTIONS HELP

1405

1407

1409

1411

1413

1415

TYPE A QUESTION FOR HELP

1403

CREATE

SEND REQUIRED DOCUMENT

FIND W/IN PROJECT

RUN REPORTS

FORWARD PROJECT

REQUEST APPROVAL

BEGIN GLOBAL TOOLBAR

Q KNOW HELP

AMERICAN AIR-AVIATION-XOL-UW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

SAVE

1417

ID:

0000-00000-00005867

1419

BROKER:

AON

CEDANT:

CHUBB

INSURED:

AMERICAN AIRLINES

1421

U/W YEAR:

2003

1423

PROD. TYPE:

EXCESS OF LOSS

1425

COMPANY:

RENRE

DIVISION:

REINSURANCE

1427

INCEPTION DATE:

10/1/2002

EXPIRY DATE:

9/30/2004

TERM:

12 MOS

1429

ORIG. CURRENCY:

USD

EPI:

\$150,000

SUM INSURED:

\$10,000,000

UPPER LIMIT:

\$11,000,000

LOWER LIMIT:

\$1,000,000

DEDUCTIBLE:

\$1,000,000

1431

DOCUMENTS

FORMS

CALENDAR

CONTACTS

TASKS

HISTORY

Q.FILE

OWNER: JOE EMPLOYEE

1435

SHOW ME:

ALL CONTACTS

EMAIL	FULL NAME	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL
	JOE EMPLOYEE	RENRE	(408) 555-7891	(408) 555-7892	(408) 555-7893	JEMPLOYEE@RENRE.COM
	SABINE POWERS	RENRE	(408) 555-1234	(408) 555-1235	(408) 555-1236	SPOWERS@RENRE.COM
	WALTER MATHERS	AON	(408) 555-2345	(408) 555-2346	(408) 555-2347	WMATHERS@AON.COM
	ADRIAN RIVERA	CHUBB	(408) 555-3456	(408) 555-3457	(408) 555-3458	ARIVERA@CHUBB.COM
	CARL SHELBY	RENRE	(408) 555-4567	(408) 555-4568	(408) 555-4569	CSHELBY@RENRE.COM
	HAL SMITH	RENRE	(408) 555-5678	(408) 555-5679	(408) 555-5671	HSMITH@RENRE.COM
	PERRY YAO	RENRE	(408) 555-6789	(408) 555-6780	(408) 555-6781	PYAO@RENRE.COM

EMAIL TEAM MEMBERS

ADD A CONTACT

EDIT TEAM MEMBERS

FIG. 14

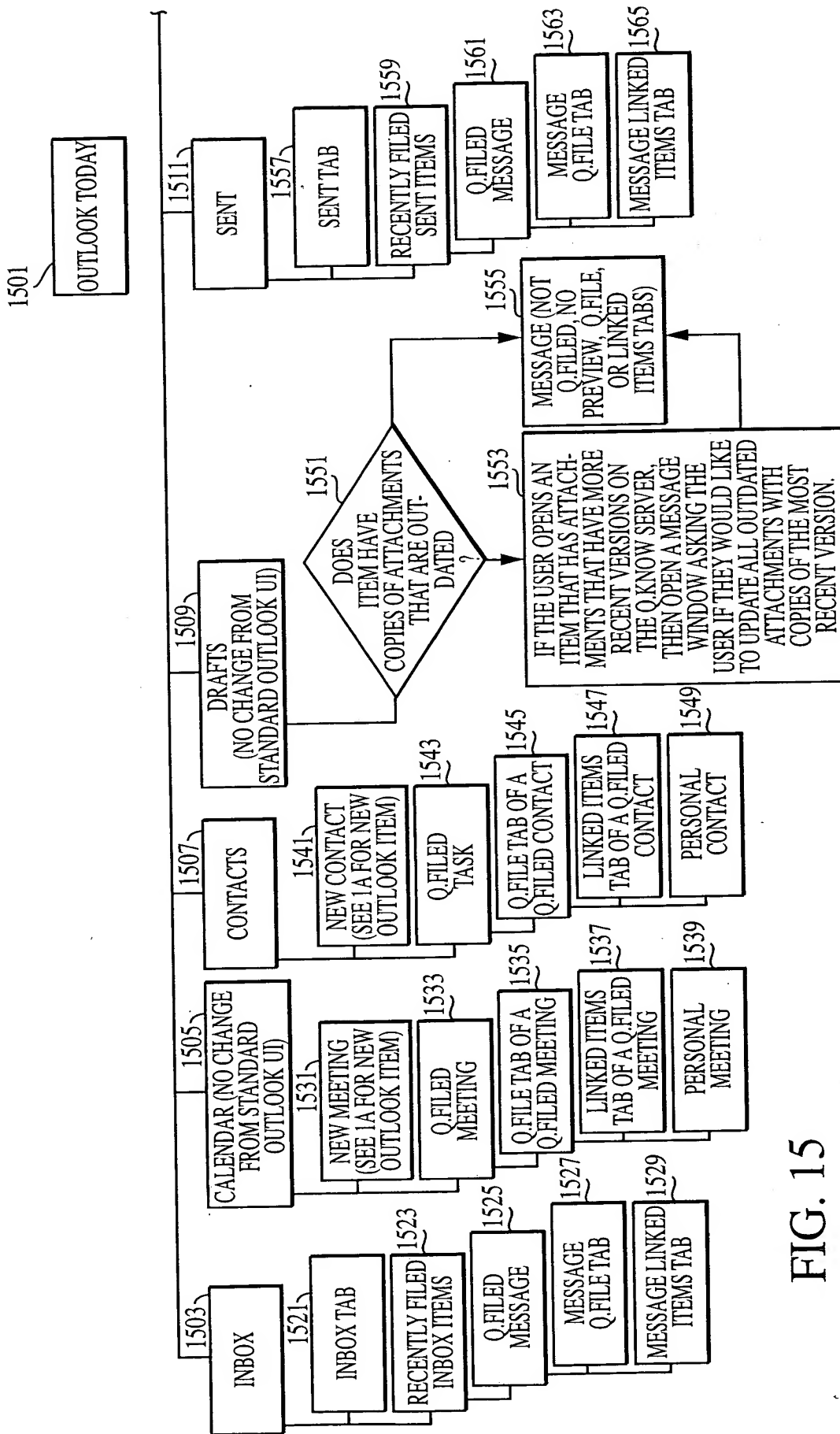


FIG. 15

FIG. 15A

FIG. 15A

FIG. 15B

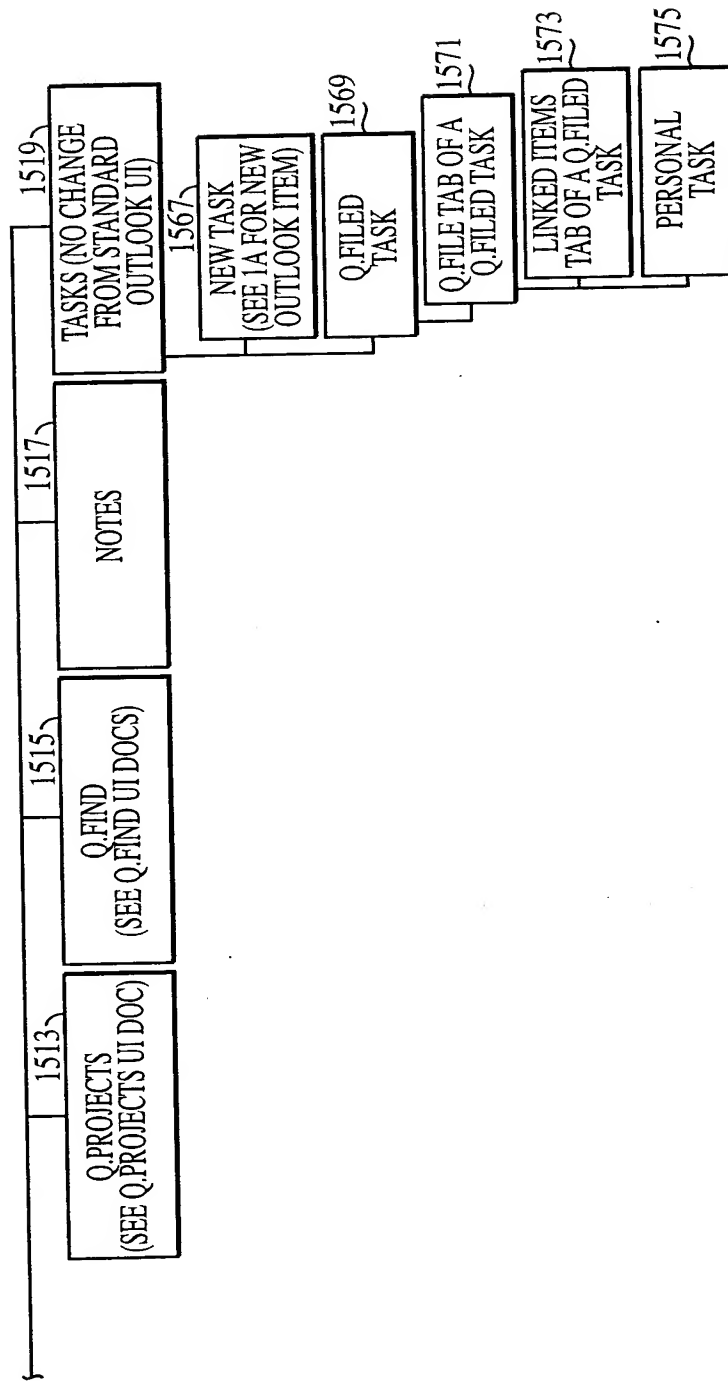


FIG. 15B

1601

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

SUBMIT

PREVIEW OF

BACK

INBOX

1611

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

1609a

1609b

	RECEIVED	SIZE	PROJECT TYPE
+	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
?	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
?	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
NQ	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
NQ	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
+	FRI 5/31/2002 4...	4 KB	PROJECT TYPE

PREVIEW

Q FILE DETAILS

LINKED ITEMS

DO NOT Q FILE THIS MESSAGE

FROM: SENDER NAME

TO: RECIPIENT NAME

CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET, CONSECTETUER SADIPISCING TELTS

EMAIL MESSAGE

ATTACHMENT 1 NAME

ATTACHMENT 2 NAME

ATTACHMENT 3 NAME

ATTACHMENT 4 NAME

RECIPIENT,

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUISMOD TINCIDUNT UT LOAOREET DOLORE MAGNA ALQUAM

ER AT VOLUTPAT

IMAGE

SINCERELY,

SENDER

SEND/RECEIVE STATUS 0%

MY SHORTCUTS

OTHER SHORTCUTS

9 ITEMS

1615

1613

1617

FIG. 16

INBOX - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

INBOX

RECENTLY Q FILED

?

Q	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
?	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
?	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
NQ	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
NQ	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
+	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE

PREVIEW

Q FILE DETAILS

LINKED ITEMS

AUTHOR: FULL NAME 1701 1703

DATE MODIFIED: TUE, JUNE 18, 2002

EMAIL MESSAGE, ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME, SIZE: 539 KB

CHECKED OUT BY:

MY SHORTCUTS

OTHER SHORTCUTS

9 ITEMS

FIG. 17

1801

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

?

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

RECENTLY Q FILED

?

	INBOX	Q		FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
OUTLOOK TODAY								
INBOX								
Q KNOW ITEMS								
Q PROJECTS								
CALENDAR								
CONTACTS								
TASKS								
NOTES								
DELETED ITEMS								

PREVIEW

Q FILE DETAILS

LINKED ITEMS

1 Q KNOW FILING MESSAGES

1813

1815

1817

1819

SELECT Q PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD

Q FILE LIKE...

?

FILING SUMMARY

LINKED Q PROJECTS: Q PROJECT_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LEAVE A COPY OF THIS MESSAGE IN MY INBOX

MY SHORTCUTS

OTHER SHORTCUTS

7 ITEMS

SEND/RECEIVE STATUS 0%

1805

Q FILE

1809

1807

FIG. 18

1901

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

Q KNOW HELP

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

RECENTLY Q FILED

INBOX

DATE RANGE

LAST 7 DAYS

SUBJECT

RECEIVED

SIZE

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

PREVIEW

Q FILE DETAILS

LINKED ITEMS

SHOW

ALL

DATE RANGE

ENTIRE RANGE

DATE MODIFIED

SIZE

USER

NAME

DATE MODIFIED

SIZE

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

2107

1905

FIG. 19

INBOX - MICROSOFT OUTLOOK									
FILE		EDIT		VIEW		FAVORITES		TOOLS ACTIONS HELP	
	NEW		REPLY		FORWARD		SEND/RECEIVE		FIND
CREATE REQUEST		SET REMINDER		FIND SIMILAR		PROJECT ACTIONS		Q KNOW HELP	
BACK		INBOX		ADDRESS		<INSERT FILE LOCATION>			
Q KNOW SHORTCUTS		RECENTLY Q FILED							
OUTLOOK TODAY		FROM		SUBJECT		RECEIVED		SIZE PROJECT TYPE	
+ INBOX		+		SENDER NAME... SUBJECT EPSUM FACTORIAL NON DEP...		FRI 5/31/2002 4...		5 KB PROJECT TYPE	
@ Q KNOW ITEMS		?		SENDER NAME... SUBJECT LOREM IPSUM DOLOR SIT A...		FRI 5/31/2002 4...		10 KB PROJECT TYPE	
Q PROJECTS		?		SENDER NAME... SUBJECT EPSUM FACTORIAL NON DEP...		FRI 5/31/2002 4...		4 KB PROJECT TYPE	
CALENDAR		+		SENDER NAME... SUBJECT LOREM IPSUM DOLOR SIT A...		FRI 5/31/2002 4...		5 KB PROJECT TYPE	
CONTACTS		+		SENDER NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4...		10 KB PROJECT TYPE	
TASKS		NQ		SENDER NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4...		5 KB PROJECT TYPE	
NOTES		NQ		SENDER NAME... SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...		FRI 5/31/2002 4...		10 KB PROJECT TYPE	
DELETED ITEMS									
<p>FROM: SENDER NAME TO: SABINE POWERS CC:</p> <p>SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET</p> <p>[EMAIL] [ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME, RECIPIENT, LOREM IPSUM DOLOR SIT AMET, CONECTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUJSMOD THNCIDUNT UT LOAGREET DOLORE MAGNE ALQUAM ER AT VOLUTPAT.</p> <p align="center"></p> <p align="right">SINCERELY, SENDER</p>									
MY SHORTCUTS									
OTHER SHORTCUTS									
7 ITEMS									

FIG. 20

INBOX - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q.KNOW HELP

BACK

INBOX

2105

ADDRESS

INSERT FILE LOCATION

GO

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

RECENTLY FILED

LAST 7 DAYS

DATE RANGE

FROM

TO

SUBJECT

RECEIVED

SIZE

SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	10 KB
SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4:4...	4 KB
SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	5 KB
SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4:4...	10 KB
SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	4 KB
SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	4 KB
SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	4 KB

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

FROM: SENDER NAME

TO: RECIPIENT NAME

CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET, CONSECTETUER SADIPISCING TETR

EMAIL MESSAGE, ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME.

RECIPIENT:

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUJSMOD THNCIDUNT UT LOAOREET DOLORE MAGNE ALQUAM ER AT VOLUTPAT.

IMAGE

SINCERELY, SENDER

SENT FRIDAY 5/31/2002 4:20 PM

SEND/RECEIVE STATUS 0%

FIG. 21

2201

SENT ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

Q KNOW HELP

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

ADDRESS

INSERT FILE LOCATION

GO

BACK

SENT ITEMS

2203

RECENTLY Q FILED

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

SENT

DATE RANGE: LAST 7 DAYS

TO

SUBJECT

SENT

SIZE

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

RECIPIENT NAME... SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

2205

FIG. 22

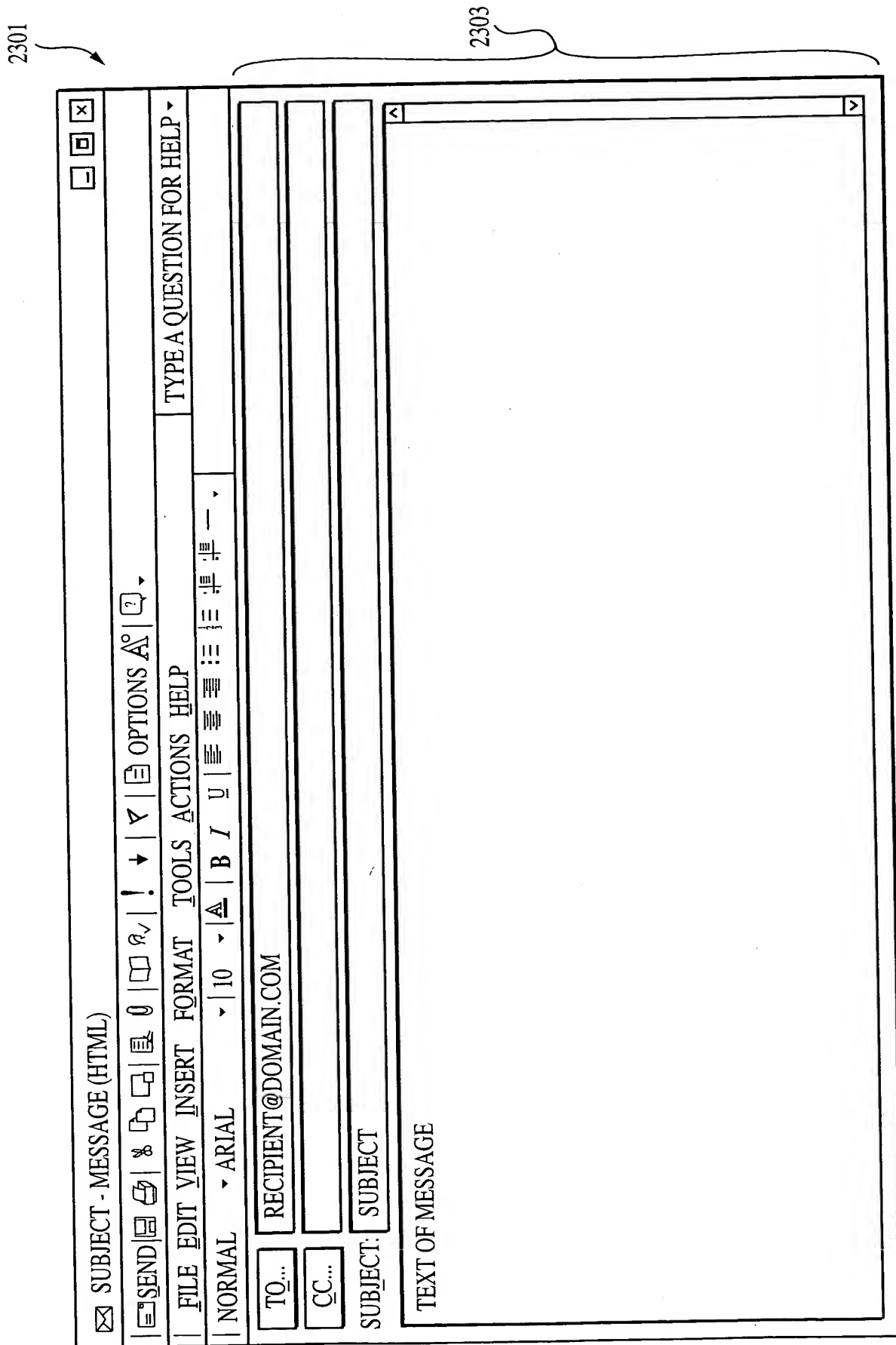


FIG. 23

Q. FILE AND SEND "SUBJECT"

SELECT THE ITEMS TO BE Q. FILED WITH THE FILING SUMMARY BELOW.

Q. ☐ NAME

? ☒ SUBJECT

☒ GIVE ALL ITEMS THE SAME Q. FILE INFORMATION.

PREVIEW

Q. FILE DETAILS

THIS ITEM IS FILED IN Q. KNOW

SELECT Q. PROJECTS...

SELECT KEYWORDS...

SELECT Q. SET

ADD

Q. FILE LIKE...

FILING SUMMARY

LINKED Q. PROJECTS: EMAIL TEST WITH ATTACHED.QPI

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT

PEOPLE: CLIENTS.AXA

PLACES: CORPORATE LOCATIONS.EUROPE

PRODUCTS:

TIME:

Q. FILE & SEND

DO NOT Q. FILE

CANCEL

2405

2401

2403

FIG. 24

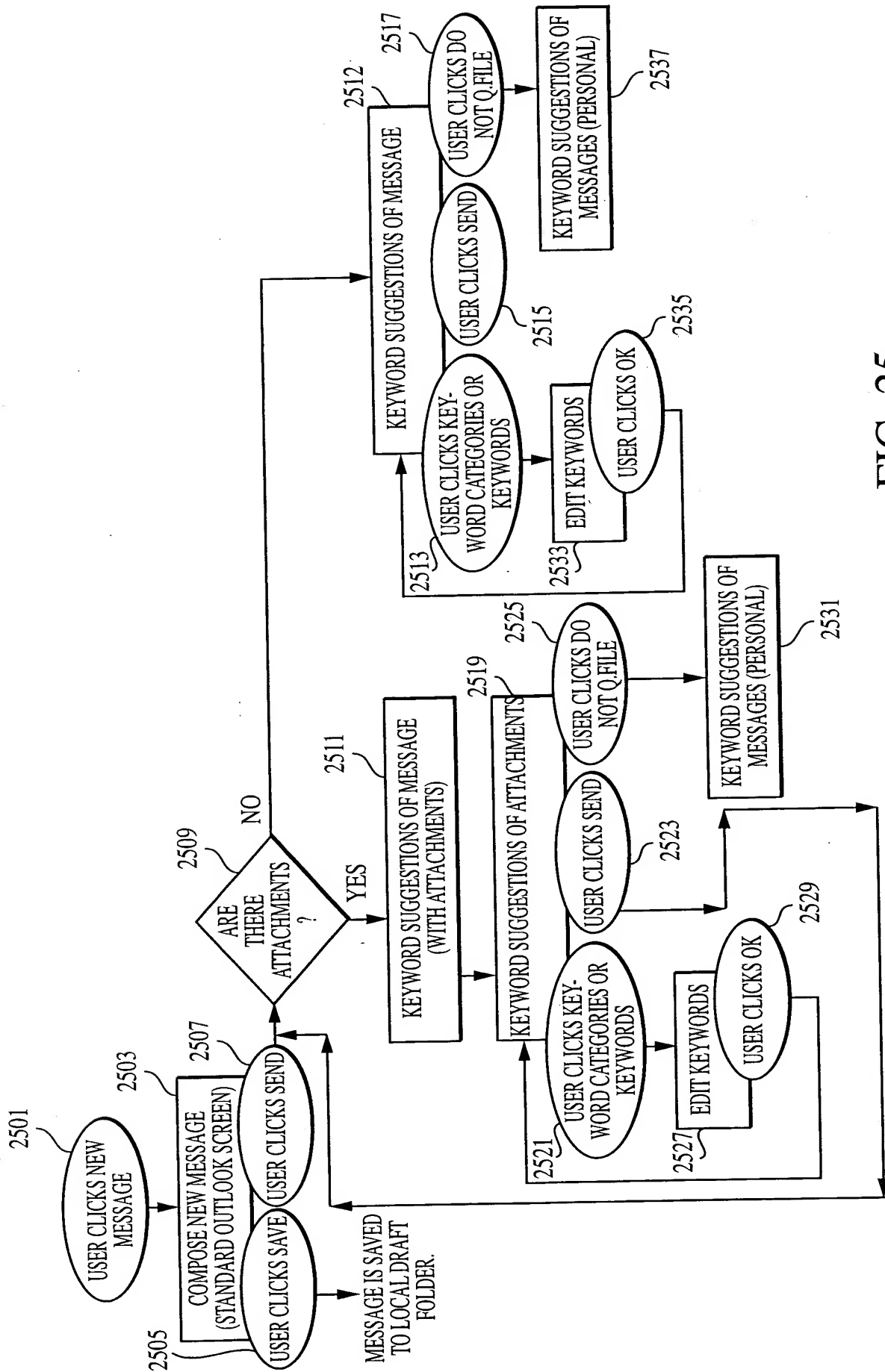


FIG. 25

SEND EMAIL - <EMAIL SUBJECT>

?

✕

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ⑦

Q. ①	NAME
Q ②	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	ATTACHMENT NAME 1
Q	ATTACHMENT NAME 2
?	ATTACHMENT NAME 3
?	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☐ DO NOT Q.FILE THIS MESSAGE

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

2701
2705
2703

☒

☐

SELECT KEYWORDS FROM LINKED Q.PROJECTS KEYWORDS

CURRENT KEYWORD SUMMARY FOR SPAM:

ACTIVITIES: DELIVERABLES.MESSAGES CHRIS.FOOTBALL DA.BOMB.MASTER.BLASTER QA.HOLA QA.MESSAGE QA.YO
PEOPLE:
PLACES:
PRODUCTS:
TIME:

☒ SELECT THESE KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

LINKED Q.PROJECTS

Q.PROJECT KEYWORDS

EMAIL TEST PROJECT
ACTIVITIES, CLIENT MANAGEMENT
59064892-DA9F-4A06-901D01DC03D63A80
7/8/2003 9:52:47 AM
ACTIVE PENDING

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT
PEOPLE: CLIENTS.SLX
PLACES: EUROPE.GERMANY
PRODUCTS: PRODUCT TYPE.TEST
TIME:

FIG. 27

2801

2803

SEND EMAIL - <EMAIL SUBJECT>

?

✕

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ?

Q	?	NAME
Q	✕	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	✕	ATTACHMENT NAME 1
Q	✕	ATTACHMENT NAME 2
?	✕	ATTACHMENT NAME 3
?	✕	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☒ DO NOT Q.FILE THIS MESSAGE

THIS MESSAGE AND ITS ATTACHMENTS WILL NOT BE Q.FILED.

RESET TO ORIGINAL SUGGESTIONS

SEND

CANCEL

FIG. 28

2901

2903

2905

?

✕

SEND EMAIL - <EMAIL SUBJECT>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q. 0

NAME

+

☒ SUBJECT LOREM IPSUM DOLOR SIT AMIT

☐ DO NOT Q.FILE THIS MESSAGE

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE... ②

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...

ACTIVITY:

PEOPLE:

PRODUCT:

PLACE:

TIME:

SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD

<

>

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

FIG. 29

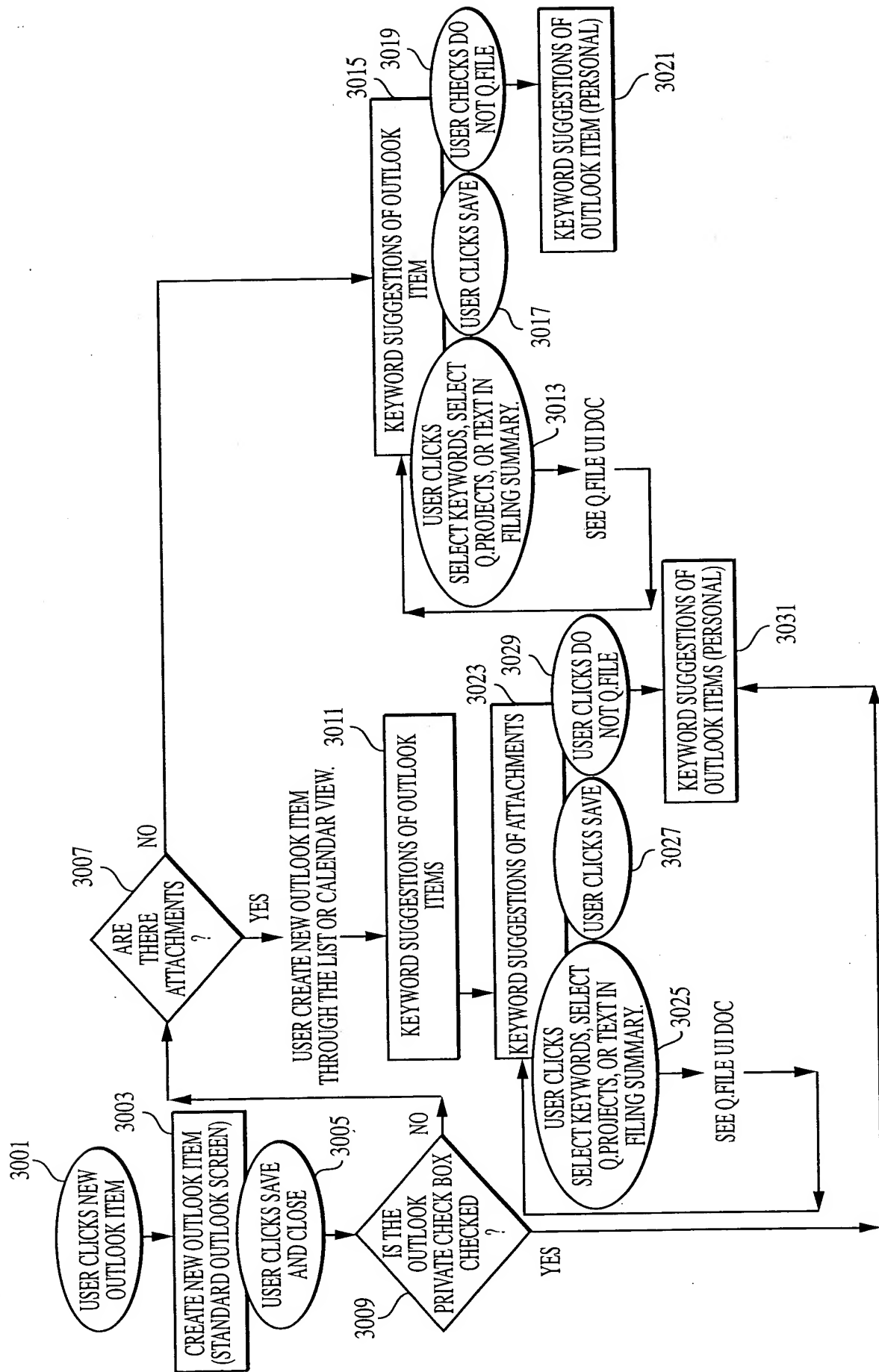


FIG. 30

?

?

×

3101

SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ⑦

Q

0

NAME

Q

0

FIRST LASTNAME

?

1

ATTACHMENT NAME 1

Q

1

ATTACHMENT NAME 2

?

2

ATTACHMENT NAME 3

1

3

ATTACHMENT NAME 4

3103

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☐ DO NOT Q.FILE THIS <OUTLOOK ITEM>

3105

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

3107

☒

RESET TO ORIGINAL SUGGESTIONS

Q.FILE

CANCEL

3109

FIG. 31

3201
3207
3203

SELECT KEYWORDS FROM LINKED Q.PROJECTS KEYWORDS

☒ ☐

CURRENT KEYWORD SUMMARY FOR TEST MEETING.MSG:

ACTIVITIES:

PEOPLE:

PLACES:

PRODUCTS:

TIME:

LINKED Q.PROJECTS

Q.PROJECT KEYWORDS

EMAIL TEST WITH ATTACHED

ACTIVITIES.CLIENT MANAGEMENT

84553FE4-4805-49DF-B5D2-8194377234CC

7/9/2002 3:43:31 PM

ACTIVE

☒ SELECT THESE KEYWORDS

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT

PEOPLE: CLIENTS.AXA

PLACES: CORPORATE LOCATIONS.EUROPE

PRODUCTS:

TIME:

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

FIG. 32

?

×

3301

3303

SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q.	0	NAME
Q	<input type="checkbox"/>	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	<input checked="" type="checkbox"/>	ATTACHMENT NAME 1
Q	<input checked="" type="checkbox"/>	ATTACHMENT NAME 2
?	<input checked="" type="checkbox"/>	ATTACHMENT NAME 3
	<input checked="" type="checkbox"/>	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☒ DO NOT Q.FILE THIS <OUTLOOK ITEM>

THIS ITEM AND ITS ATTACHMENTS WILL NOT BE Q.FILED, AND WILL BE SAVED TO OUR LOCAL MACHINE ONLY.

RESET TO ORIGINAL SUGGESTIONS

SAVE

CANCEL

3309

FIG. 33

3401

3403

3405

SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ?

☒ DO NOT Q.FILE THIS <OUTLOOK ITEM>

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.

Q. FILE DETAILS

PREVIEW

Q. 0 NAME

+ ☒ FIRST LASTNAME

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE

CANCEL

FIG. 34

3409

FIG. 34

350735033507

FIG. 35A

FIG. 35A

FIG. 35B

FIG. 35A

☐ REMINDER: ☐ 15 MINUTES ☐ SHOW TIME AS: ☐ BUSY ☐ LABEL: ☐ NONE

☐ ALL DAY EVENT

START TIME:

END TIME:

3505

3507

☐ WEB CONTACT

☐ FILE ☐ EDIT ☐ VIEW ☐ INSERT ☐ FAVORITES ☐ TOOLS ☐ ACTIONS ☐ HELP ☐ TYPE A QUESTION FOR HELP

☐ SAVE AND CLOSE

DO NOT Q. FILE THIS TASK

☐ FULL NAME
☐ JOB TITLES
☐ COMPANY
☐ FILE AS:

☐ FIRST LASTNAME
☐ SALES REP
☐ COMPANY NAME
☐ LASTNAME, FIRST

☐ BUSINESS
☐ HOME
☐ BUSINESS FAX
☐ MOBILE

☐ (703) 555-1212
☐ (703) 555-1155
☐ (703) 555-2345

☐ ADDRESS...
☐ BUSINESS

☐ EMAIL
☐ DISPLAY

☐ LASTNAME@COMPANY.COM
☐ FIRST.LASTNAME@COMPANY.COM

☐ THIS IS THE MAILING ADDRESS

WEB PAGE ADDRESS:
 IM ADDRESS:

☐ CONTACTS...

☐ CONTACTS...

FIG. 35B

FIG. 36A	FIG. 36B
FIG. 36C	FIG. 36D

FIG. 36

<input type="checkbox"/> TASK NAME - TASK						
FILE EDIT VIEW INSERT FORMAT TOOLS ACTIONS HELP						
<input type="checkbox"/> SAVE AND CLOSE 0 <input type="radio"/> RECURRENCE... <input type="checkbox"/> A						
TASK	DETAILS	Q.FILE DETAILS	LINKED ITEMS			
<Q KNOW FILING MESSAGE>						
[SELECT Q.PROJECTS...]		[SELECT KEYWORDS...]		[SELF]		
FILING SUMMARY						
LINKED Q.PROJECTS: Q.PROJECT_NAME_20CHARAC...						
ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD						
PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD						
PRODUCT: SUBROOT: KEYWORD,						
PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD						
TIME: SUBROOT: KEYWORD, SUBRO <input type="checkbox"/> MEETING NAME -						
◀		FILE EDIT VIEW		<input type="checkbox"/> SAVE AND CLOSE		
				APPOINTMENT SC		
{ 3609 }				<Q KNOW FILING		
				[SELECT Q.PROJECTS...]		
				FILING SUMMARY		
				LINKED Q.PROJECTS:		
{ 3607 }				ACTIVITY: SUBROOT:		

FIG. 36A

Figure 1 is a schematic diagram of a graphical user interface (GUI) for a project management application. The interface is divided into several sections. At the top, there is a title bar with a maximize, minimize, and close button icon. Below the title bar is a menu bar with "TYPE A QUESTION FOR HELP". The main area is divided into two panes. The left pane contains a "Q.FILE" button and a "Q.MESSAGE" button. The right pane contains a "Q.MESSAGE" button and a "Q.MESSAGE" button. The bottom section contains a "Q.MESSAGE" button and a "Q.MESSAGE" button. The interface is labeled with reference numerals 3601 and 3603.

FIG. 36B

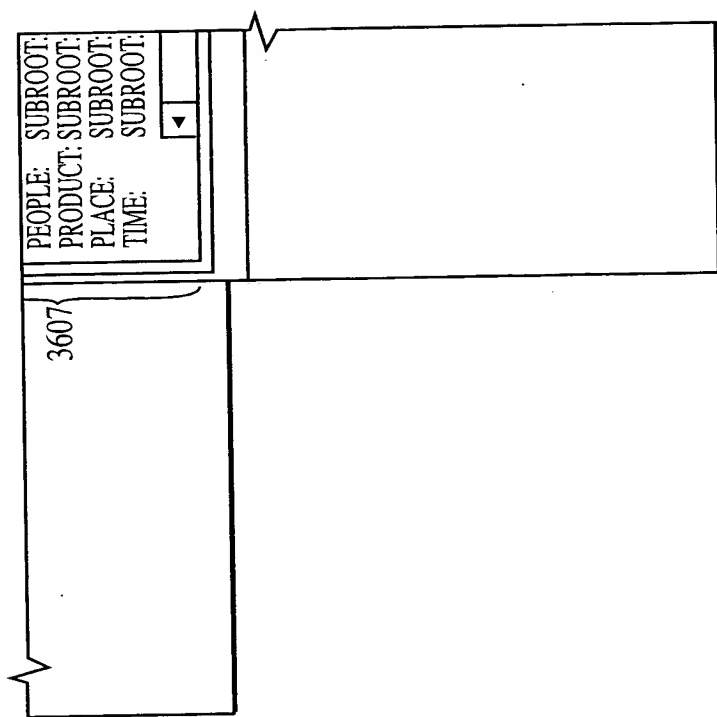


FIG. 36C

[illegible]

3701

Q.FILE MULTIPLE ITEMS

Q.FILE ALL ITEMS THE SAME OR EACH ONE INDIVIDUALLY. ①

Q.	□	NAME
?	✉	EMAIL SUBJECT
?	📎	ATTACHMENT NAME 1
Q	🗨	MEETING NAME
?	✓	TASK SUBJECT
?	📄	DOCUMENT NAME

☒ GIVE ALL ITEMS THE SAME Q.FILE INFORMATION.
 ☐ DO NOT Q.FILE THIS ITEM

PREVIEW Q.FILE DETAILS

① FILING SUMMARY WILL APPLY TO ALL CHECKED ITEMS.

SELECT Q.PROJECTS... SELECT KEYWORDS... SELECT Q.SET ADD Q.FILE LIKE... ②

FILING SUMMARY LINKED Q.PROJECTS:

ACTIVITY:
 PEOPLE:
 PRODUCT:
 PLACE:
 TIME:

Q.FILE CANCEL

3703 3705 3707 3709

FIG. 37

FIG. 37

3801

Q.FILE AND SEND <MESSAGE SUBJECT>

Q. 0 NAME

Q. 0 SUBJECT LOREM IPSUM DOLOR SIT AMIT

?

ATTACHMENT NAME 1

Q

ATTACHMENT NAME 2

?

ATTACHMENT NAME 3

?

ATTACHMENT NAME 4

DO NOT Q.FILE

Q. 0 PROJECTS...

SELECT Q.PROJECTS...

Q.FILE DETAILS

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

FIG. 38

3811

4001
4013

Q.FILE <ITEM NAME>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q	0	NAME
Q	0	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	-	ATTACHMENT NAME 1
Q	-	ATTACHMENT NAME 2
?	-	ATTACHMENT NAME 3
?	-	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS <ITEM TYPE>

PREVIEW

SELECT Q.PROJECTS...

Q.FILE DETAILS

SELECT KEYWORDS...

SELECT KEYWORD SET

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ_NAME_20CHARAC...

Q.FILE LIKE... ②

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
PRODUCT: SUBROOT: KEYWORD
PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

DO NOT Q.FILE

RESET TO ORIGINAL SUGGESTIONS

Q.FILE

CANCEL

4003
4005
4007
4009
4015

FIG. 40

4101
✕

Q.Q.FILE MULTIPLE ITEMS

APPLY THE SAME Q.FILE INFORMATION TO EACH ITEM.

☐ NAME

☒ PPT.PPT

☒ DOC.DOC

☒ ADD Q.FILE INFORMATION TO EACH ITEM.
 ☐ REPLACE Q.FILE INFORMATION FOR EACH ITEM.

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT Q.SET ▼

ADD ▼

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS:

ACTIVITIES:

PEOPLE:

PLACES:

PRODUCTS:

TIME:

Q.FILE

CANCEL

4103
4107
4109
4111

FIG. 41

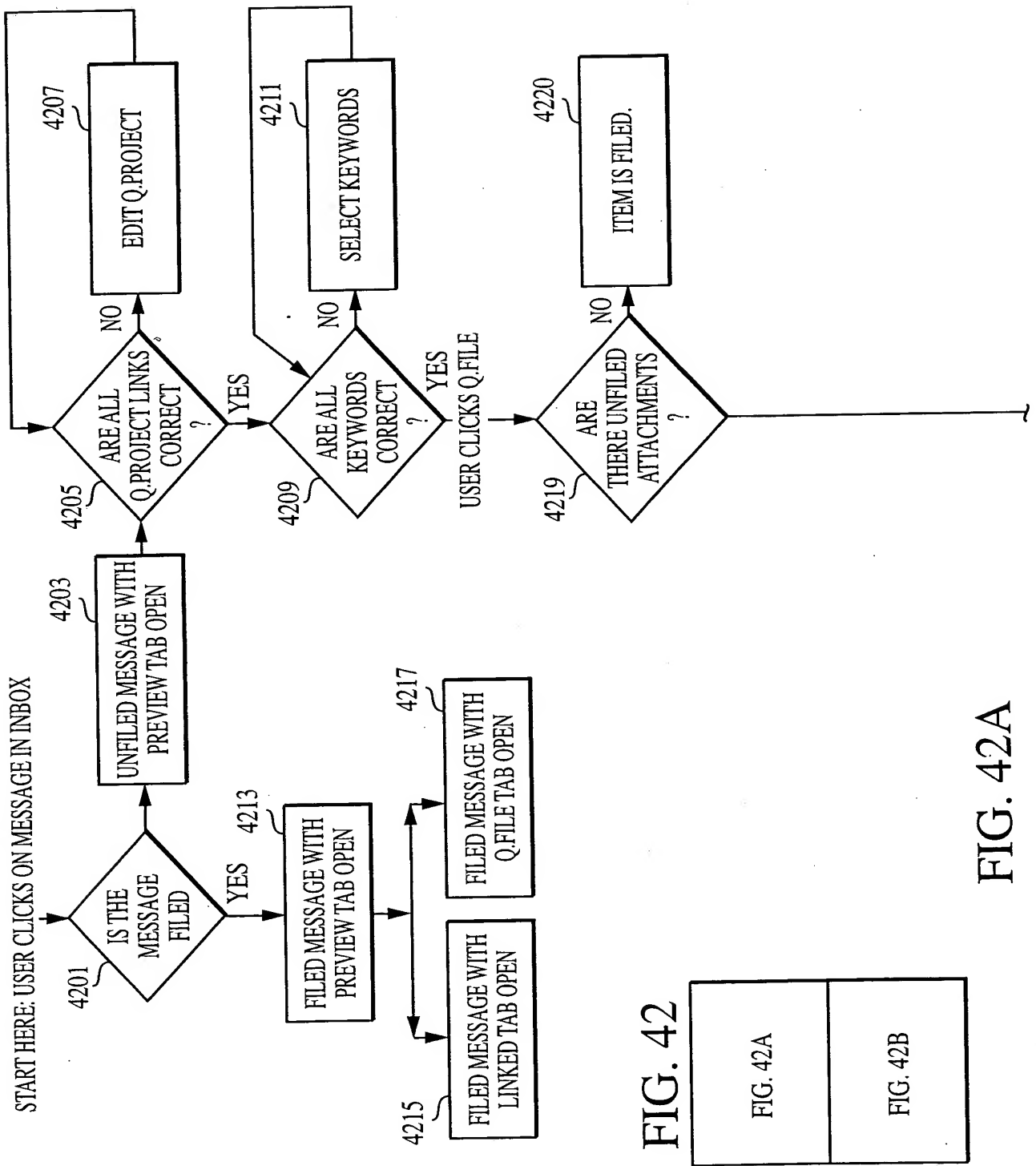


FIG. 42

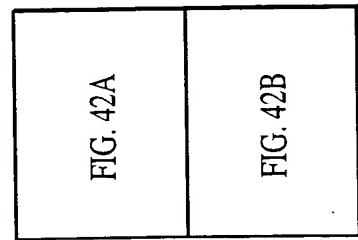


FIG. 42A

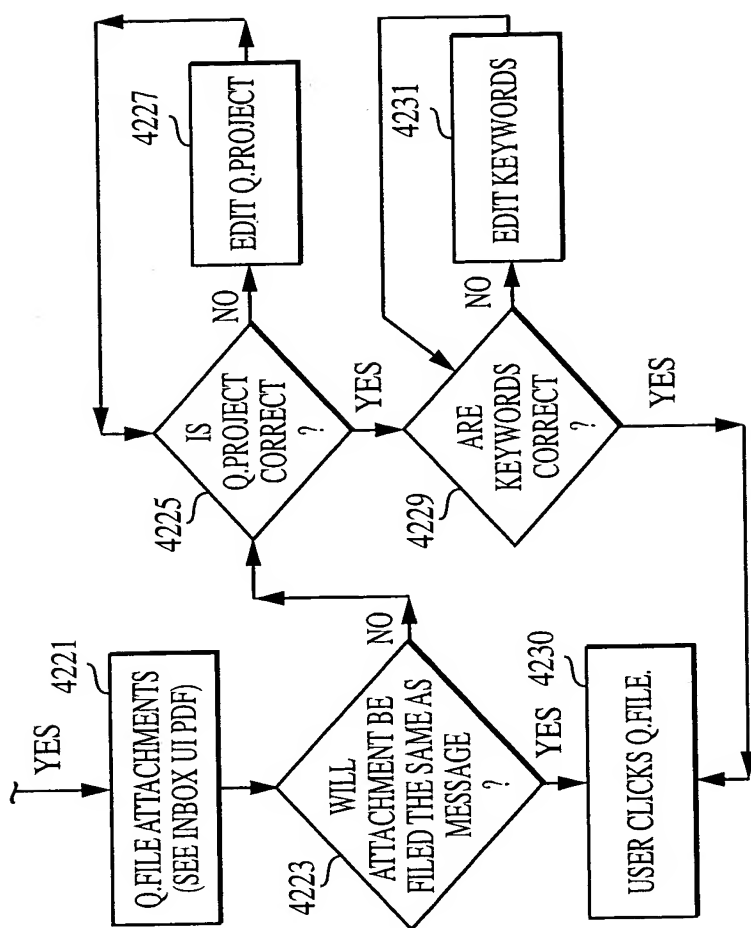


FIG. 42B

4301

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

INBOX

RECENTLY Q FILED

?

	Q	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
?	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
?	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	10 KB	PROJECT TYPE
NQ	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4:4...	5 KB	PROJECT TYPE
NQ	<input checked="" type="checkbox"/>	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4:4...	10 KB	PROJECT TYPE

PREVIEW

Q FILE DETAILS

LINKED ITEMS

☐ DO NOT Q FILE THIS MESSAGE

Q KNOW FILING MESSAGE

SELECT Q PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD

Q FILE LIKE...

?

FILING SUMMARY

LINKED Q PROJECTS: Q PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

7 ITEMS

☐ LEAVE A COPY OF THIS MESSAGE IN MY INBOX

SEND/RECEIVE STATUS 0%

4305

4307

FIG. 43

4401

4403

PREVIEW

Q FILE DETAILS

LINKED ITEMS

☐ DO NOT Q FILE THIS MESSAGE

① <Q KNOW FILING MESSAGE>

SELECT Q PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD

Q FILE LIKE...

?

Q FILE

FILING SUMMARY

LINKED Q PROJECTS: Q.PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

☐ LEAVE A COPY OF THIS MESSAGE IN MY INBOX

4405

FIG. 44

4501

4509

4507

4511

4505

4504

4502

4503

SELECT Q.FILE KEYWORDS (<ITEM NAME>)

SELECT KEYWORDS TO USE IN THE FILING SUMMARY OF THIS ITEM. ②

KEYWORD SUMMARY CLEAR ALL

ACTIVITY: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD
SUBROOT: KEYWORD
PRODUCT: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

SELECT KEYWORD SET

ADD

LOOK UP KEYWORD: COM

LOOK UP

KEYWORD MATCHES FOR "COM" X

FINANCIAL SERVICES: COMMERCIAL LENDING
MARKETING: MARCOM
PEOPLE: COMPETITION
STORAGE: COMPRESSION
ADD "COM" TO KEYWORD LIST

Q.FILE

USE THESE KEYWORDS

CANCEL

FIG. 45

4601
4605

SELECT LINKED Q PROJECT (<ITEM NAME>)

TO LINK <FILE NAME> TO A PROJECT, SELECT KEYWORDS TO SEARCH BY. ©

Q.PROJECT FIND © © © ©
 FIND USING... ©

KEYWORDS | PROJECT PROPERTIES | DATE RANGE

Q.PROJECT FIND
 CLEAR ALL

SELECT KEYWORD SET ▾ ADD ▾ LOOK UP KEYWORD: COM LOOK UP
 KEYWORD MATCHES FOR "COM" ×
 FINANCIAL SERVICES: COMMERCIAL LENDING
 MARKETING: MARCOM
 PEOPLE: COMPETITION
 STORAGE: COMPRESSION
 ADD "COM" TO KEYWORD LIST

ACTIVITY: SUBROOT: KEYWORD
 SUBROOT: KEYWORD
 SUBROOT: KEYWORD
 SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD
 SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD
 INCLUDE: ALL ITEMS ▾

SELECT KEYWORD SET ▾ ADD ▾ LOOK UP KEYWORD: COM LOOK UP
 KEYWORD MATCHES FOR "COM" ×
 FINANCIAL SERVICES: COMMERCIAL LENDING
 MARKETING: MARCOM
 PEOPLE: COMPETITION
 STORAGE: COMPRESSION
 ADD "COM" TO KEYWORD LIST

SHOW ME: TYPE: ALL ITEMS ▾ STATUS: ALL STATUSES ▾

OWNER

PROJECT TYPE

PROJECT #

PROJECT NAME

LAST MODIFIED ▾

STATUS

<input type="checkbox"/> MORRIS WALTON	SUBMISSION	F2475438-5E1A-...	NY POST-EO-TTY-UW-YR2003	TUE, 9/10/2002	PENDING
<input type="checkbox"/> CAROL WEATHERBY	SUBMISSION	F9475438-5E1A-...	EXXON MOBILE-AUTO-XOL-UW-YR2003	MON, 9/9/2002	PENDING
<input type="checkbox"/> BRENDON RUBYSTOCK	RENEWAL	F9475438-5E1A-...	SCANDIA-XOL-UW-YR2003	FRI 9/13/2002	PENDING
<input checked="" type="checkbox"/> SAM FIRPHMAN	SUBMISSION	F2475438-5E1A-...	AMERICAN AIR-AVIATION-XOL-UW-YR2003	WED, 9/4/2002	PENDING
<input type="checkbox"/> MELISSA SMALL	ENDORSEMENT	F9475438-5E1A-...	BOEING-AVIATION-XOL-UW-YR2003	TUE, 8/27/2002	PENDING
<input type="checkbox"/> JASON KIRK	SUBMISSION	F9475438-5E1A-...	PRUDENTIAL-PROPERTY-XOL-UW-YR2003	TUE, 8/27/2002	PENDING

LINK TO SELECTED
CANCEL

4602
4603

FIG. 46

Q.FILE (<ITEM NAME>)

TO FILE <FILE NAME> LIKE ANOTHER ITEM, SELECT KEYWORDS TO SEARCH BY.

BASIC Q.FIND

FIND USING...

ACTIVITY:SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD
SUBROOT: KEYWORD
PRODUCT:SUBROOT: KEYWORD

INCLUDE: ALL ITEMS

SELECT KEYWORD SET

☒ ACTIVITY

☒ / SUBROOT

☒ / SUBROOT

☒ / SUBROOT

☒ / SUBROOT

☒ / SUBROOT

☒ / MARKETING

☒ / MARCOM

☒ KEYWORD

LOOK UP KEYWORD: COM

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING
MARKETING: MARCOM
PEOPLE: COMPETITION
STORAGE: COMPRESSION
ADD "COM" TO KEYWORD LIST

Q.FIND

CLEAR ALL

ADVANCED Q.FIND

SHOW:

ALL

CHECKED OUT BY

NAME

☒

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, CONSECTATUER

MON 6/3/2002 12:00PM

3 KB

☒

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMETT, SED DIAM NONUMMY

FRI 5/31/2002 12:00PM

5 KB

☒

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES

FRI 5/31/2002 12:00PM

2 KB

☒

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES

THU 5/30/2002 12:00PM

7 K

☒

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES

WED 5/29/2002 12:00PM

2.5 MB

☒

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

MON 3/3/2002 12:00PM

80 KB

FIND LIKE...

CANCEL

FIG. 47

4801

SELECT KEYWORDS FROM LINKED Q.PROJECT KEYWORDS

?

✕

CLEAR SUMMARY

CURRENT KEYWORD SUMMARY FOR <INSERT ITEM.NAME>: ②

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD,

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINKED Q.PROJECTS

Q.PROJECT KEYWORDS

<PROJECT NAME>

<PROJECT TYPE>

<PROJECT ID>

<DATE MODIFIED?>

<STATUS>

<PROJECT NAME>

<PROJECT TYPE>

<PROJECT ID>

4/13/2002

<STATUS>

☐ SELECT THESE KEYWORDS

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

☒ SELECT THESE KEYWORDS

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD,

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD,

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD,

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD,

<

>

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

4807

4803

4805

4809

FIG. 48

Q.FILE USING THESE KEYWORDS (<ITEM NAME>
TO FILE <FILE NAME> LIKE ANOTHER ITEM, SELECT KEYWORDS TO SEARCH BY. ①

BASIC Q.FIND Ⓢ Ⓜ Ⓛ Ⓡ Ⓟ Ⓠ Ⓡ Ⓢ Ⓣ Ⓤ Ⓥ Ⓦ Ⓧ Ⓨ Ⓩ

SHOW: ▾ ALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DATE RANGE:	ENTIRE RANGE	▼		SIZE
CHECKED OUT BY	NAME					DATE MODIFIED				
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECUTATUER					MON 6/3/2002 12:00PM				3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMETT, SED DIAM NONUMMY					FRI 5/31/2002 12:00PM				5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES					FRI 5/31/2002 12:00PM				2 KB
FIRST LASTNAME	EPSUM:FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES					THU 5/30/2002 12:00PM				7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES					WED 5/29/2002 12:00PM				2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY					MON 3/3/2002 12:00PM				80 KB

PREVIEW Q.FILE DETAILS LINKED ITEMS

○ <Q.KNOW FILING MESSAGE>

FILING SUMMARY
LINKED Q.PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO
PRODUCT: SUBROOT: KEYWORD
PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO
TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

FIG. 49

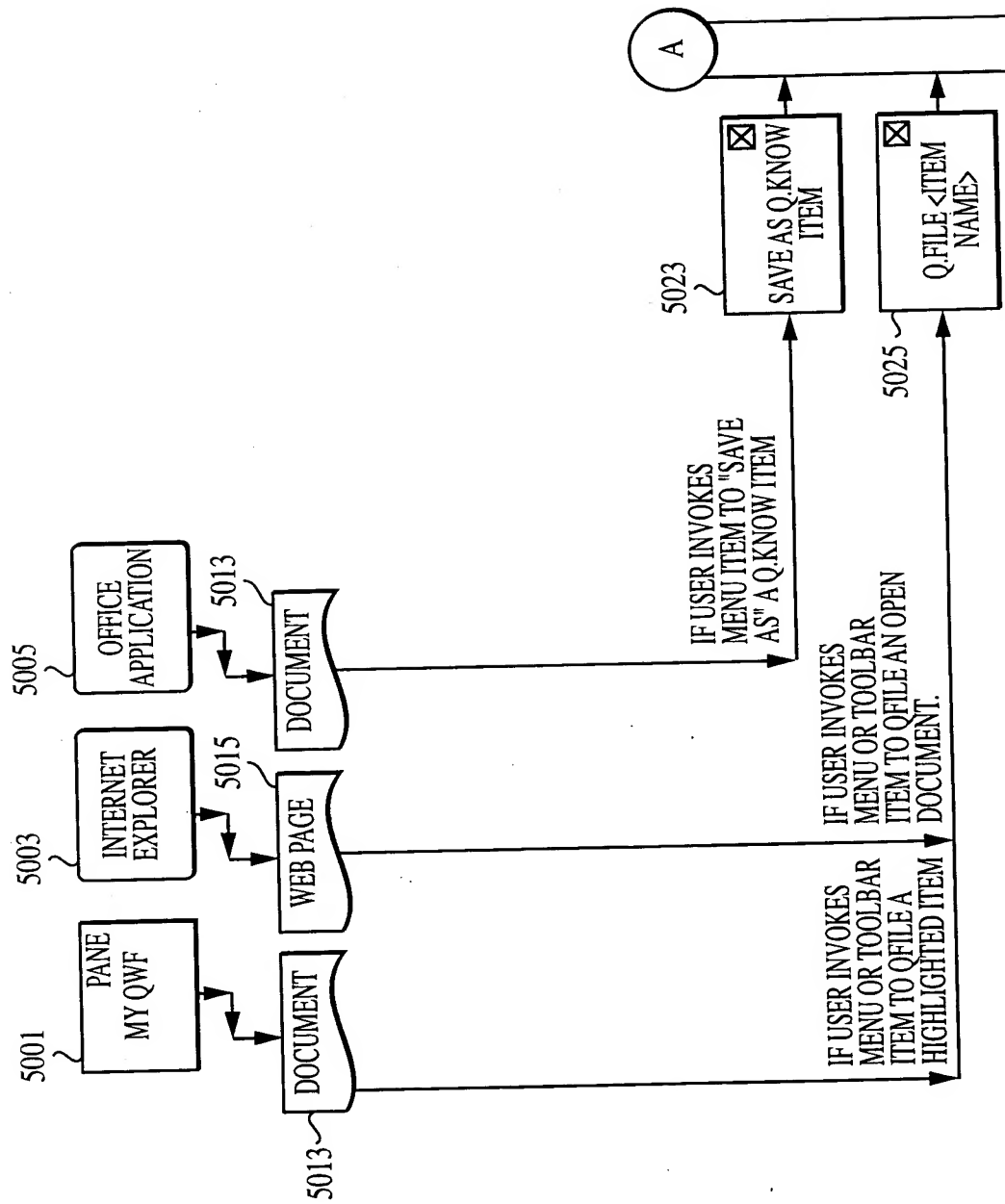
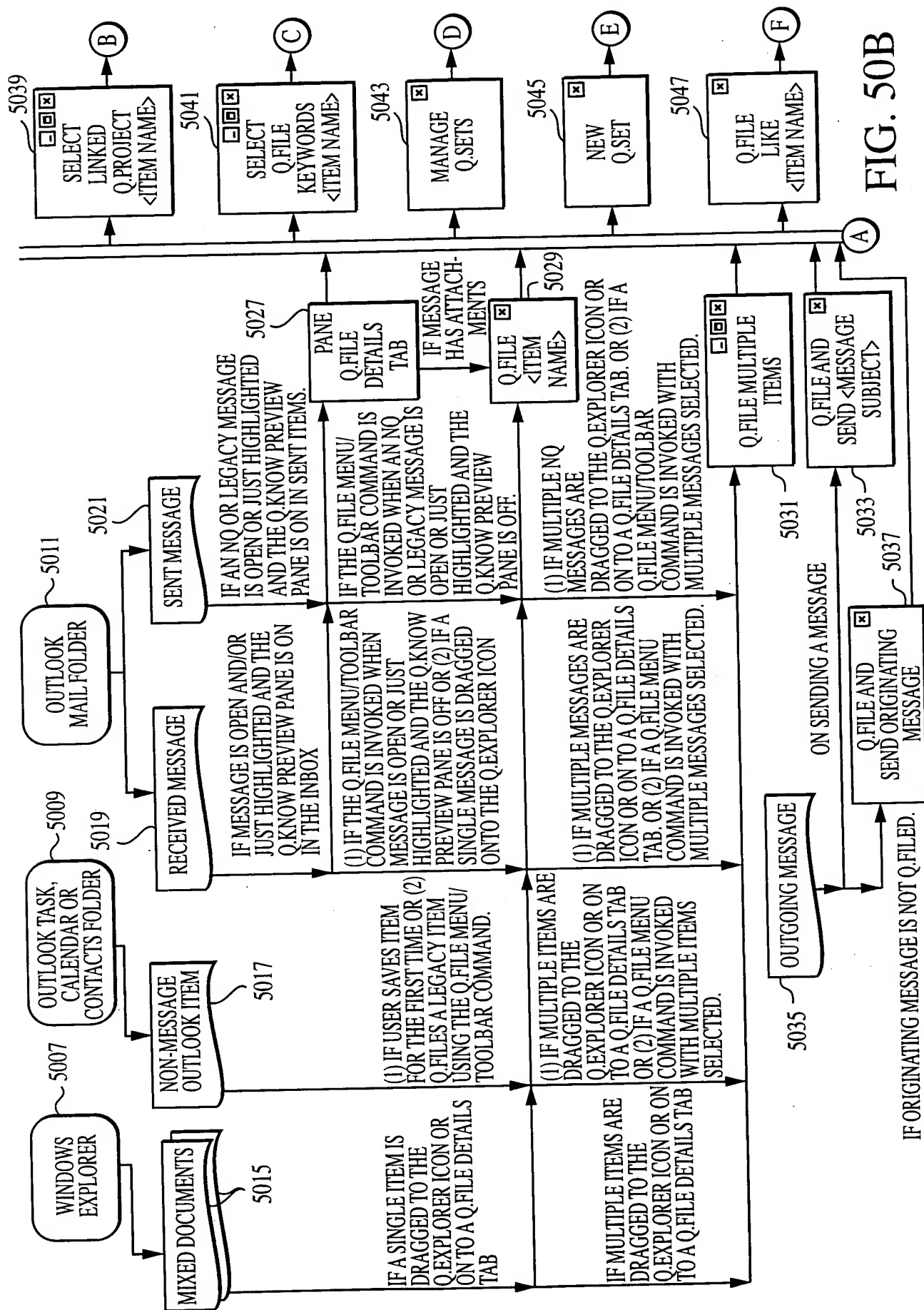
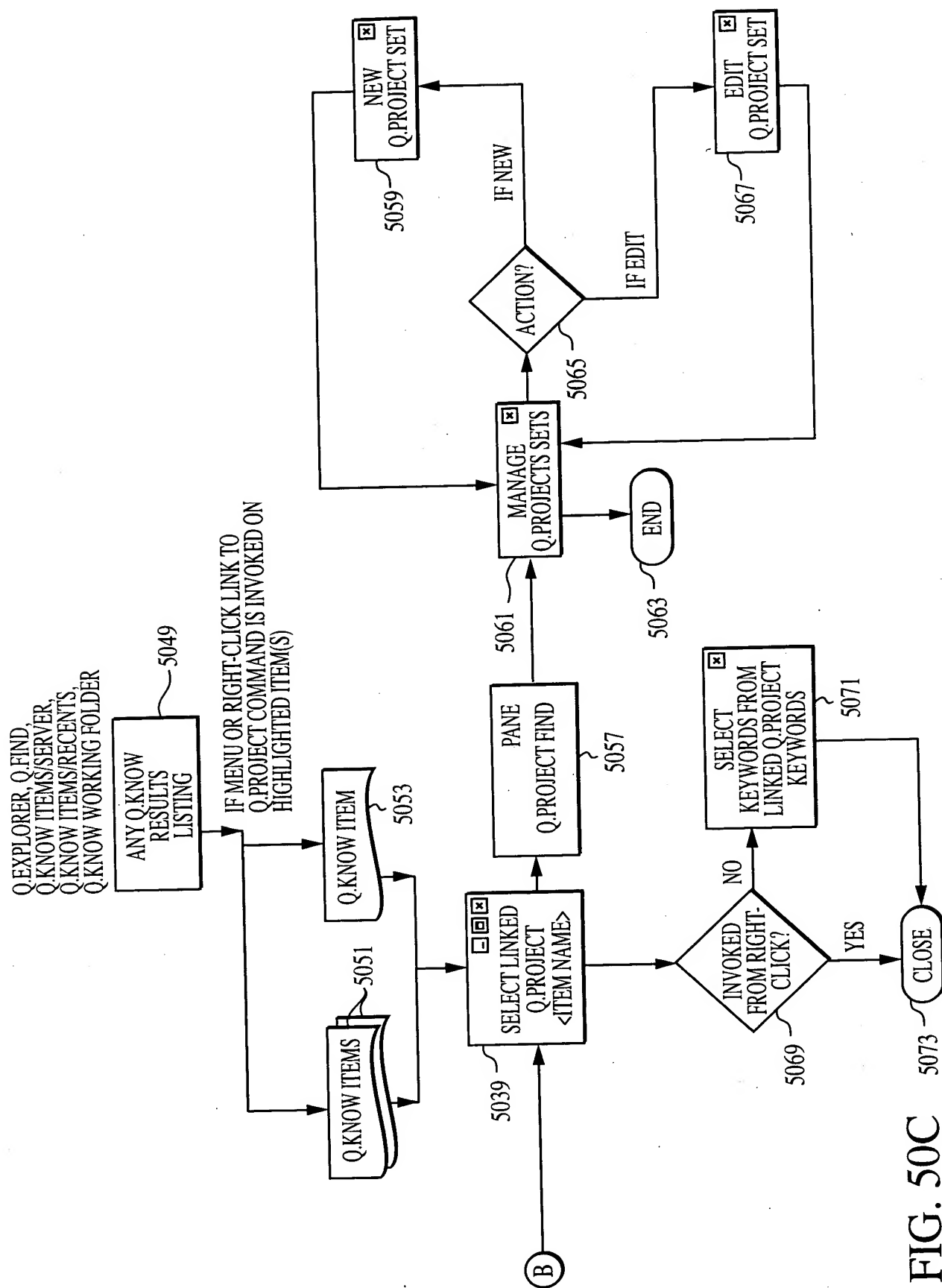


FIG. 50A





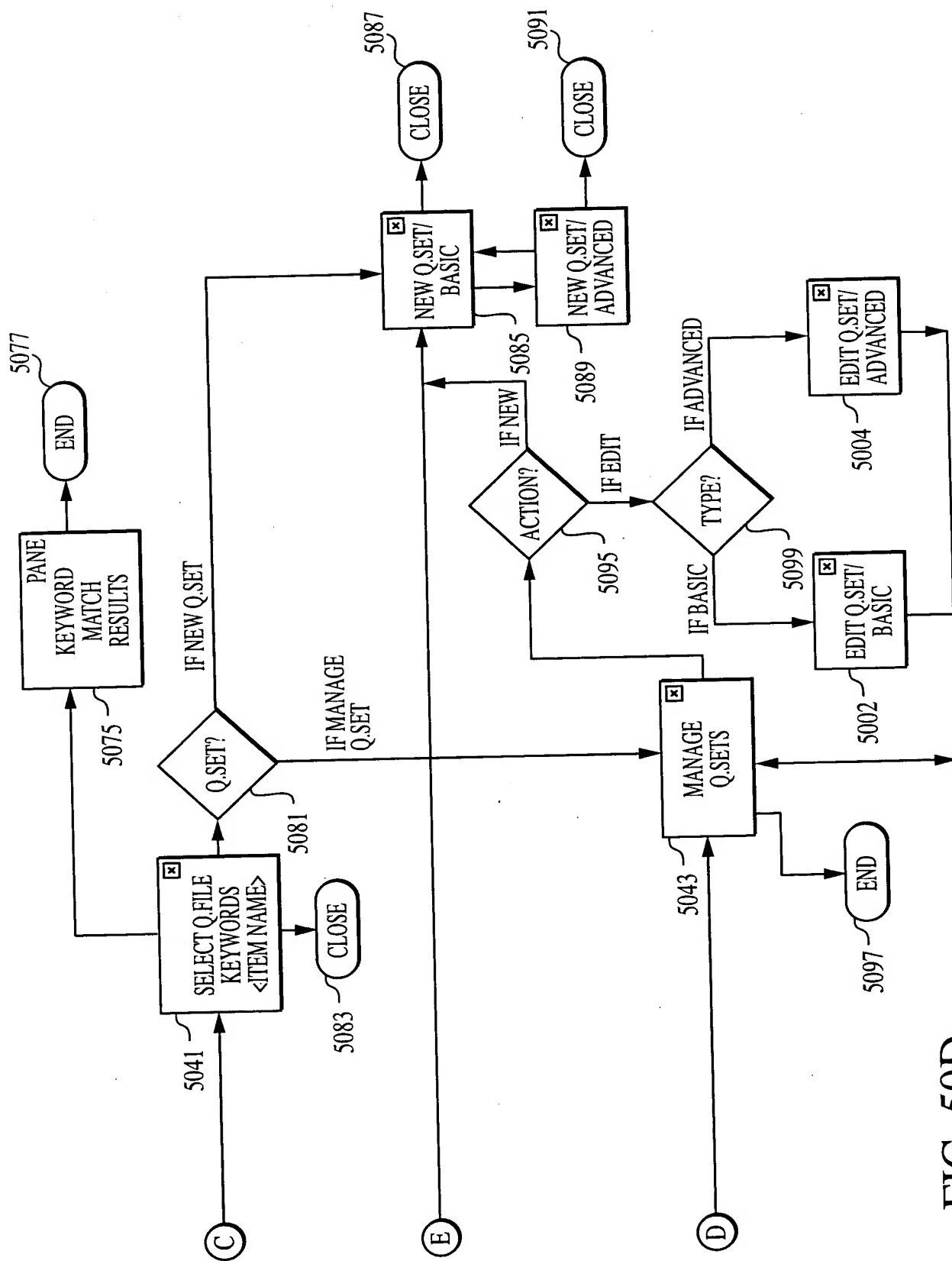


FIG. 50D

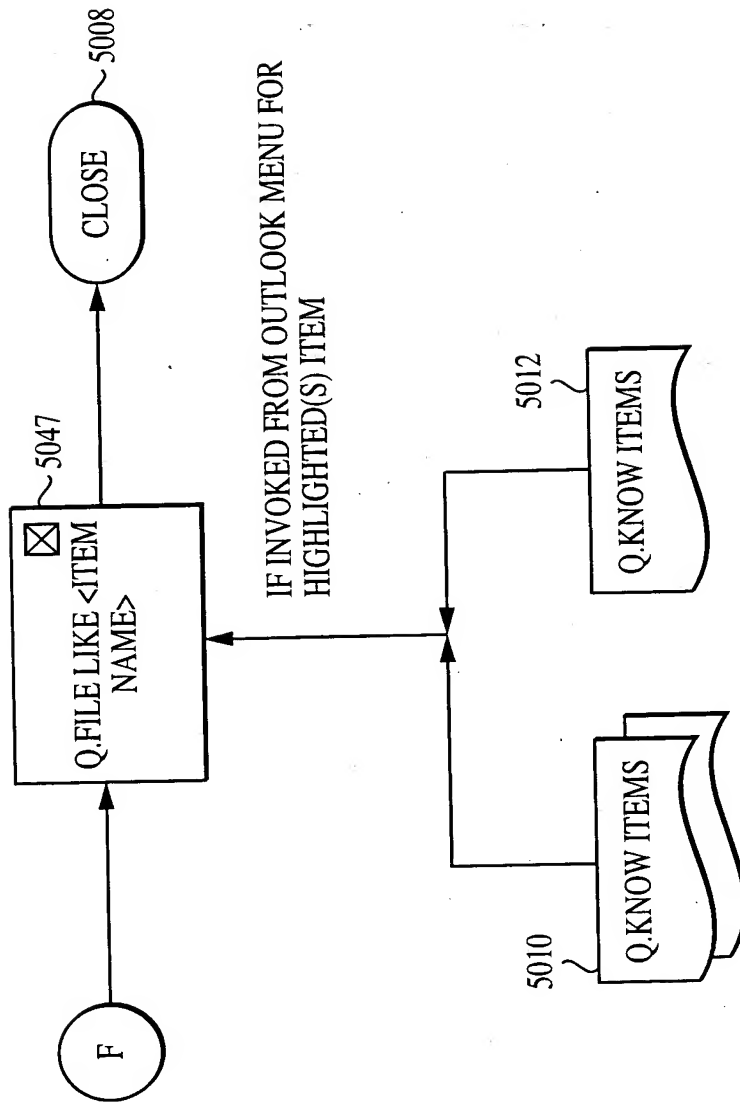


FIG. 50E

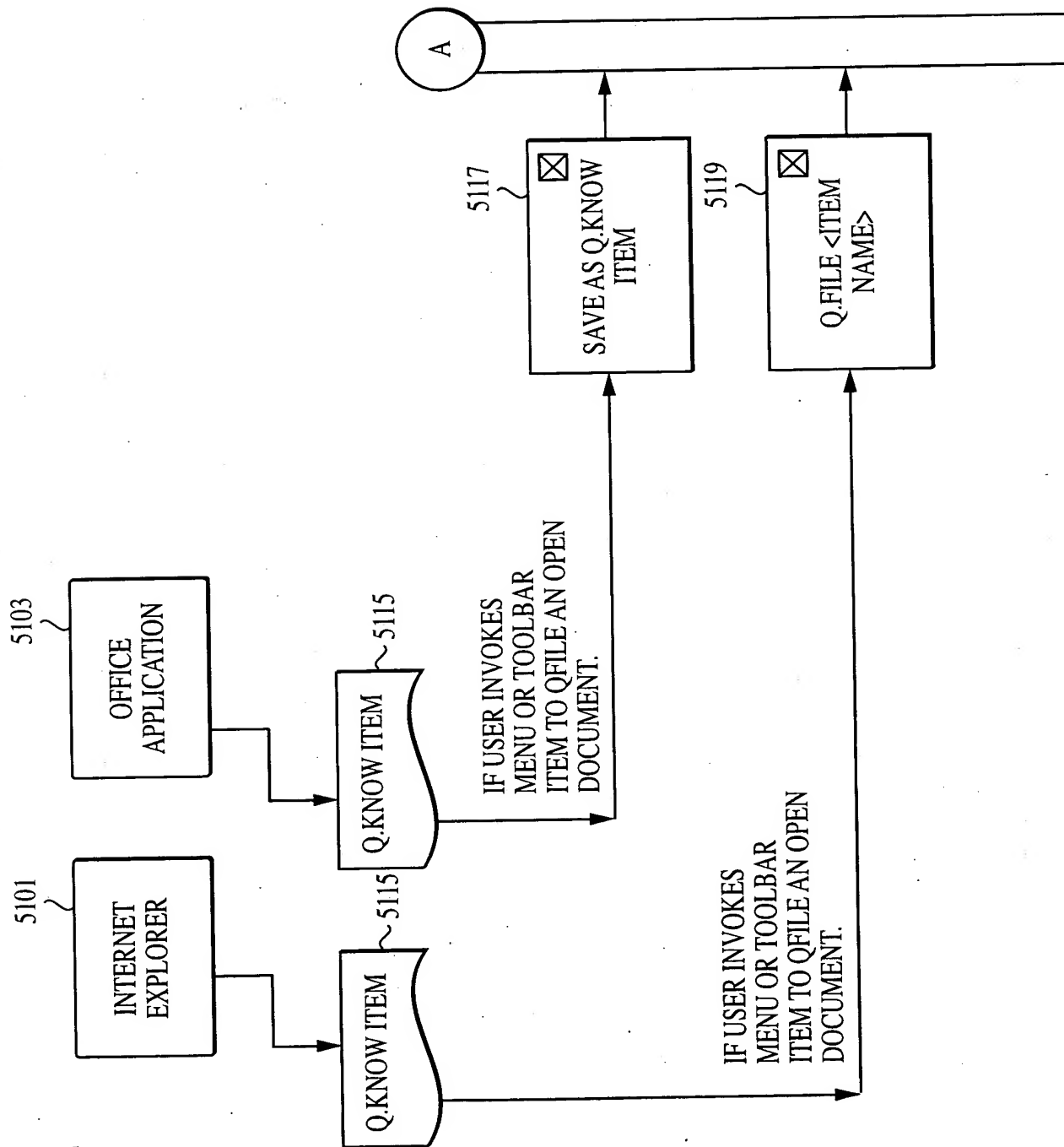
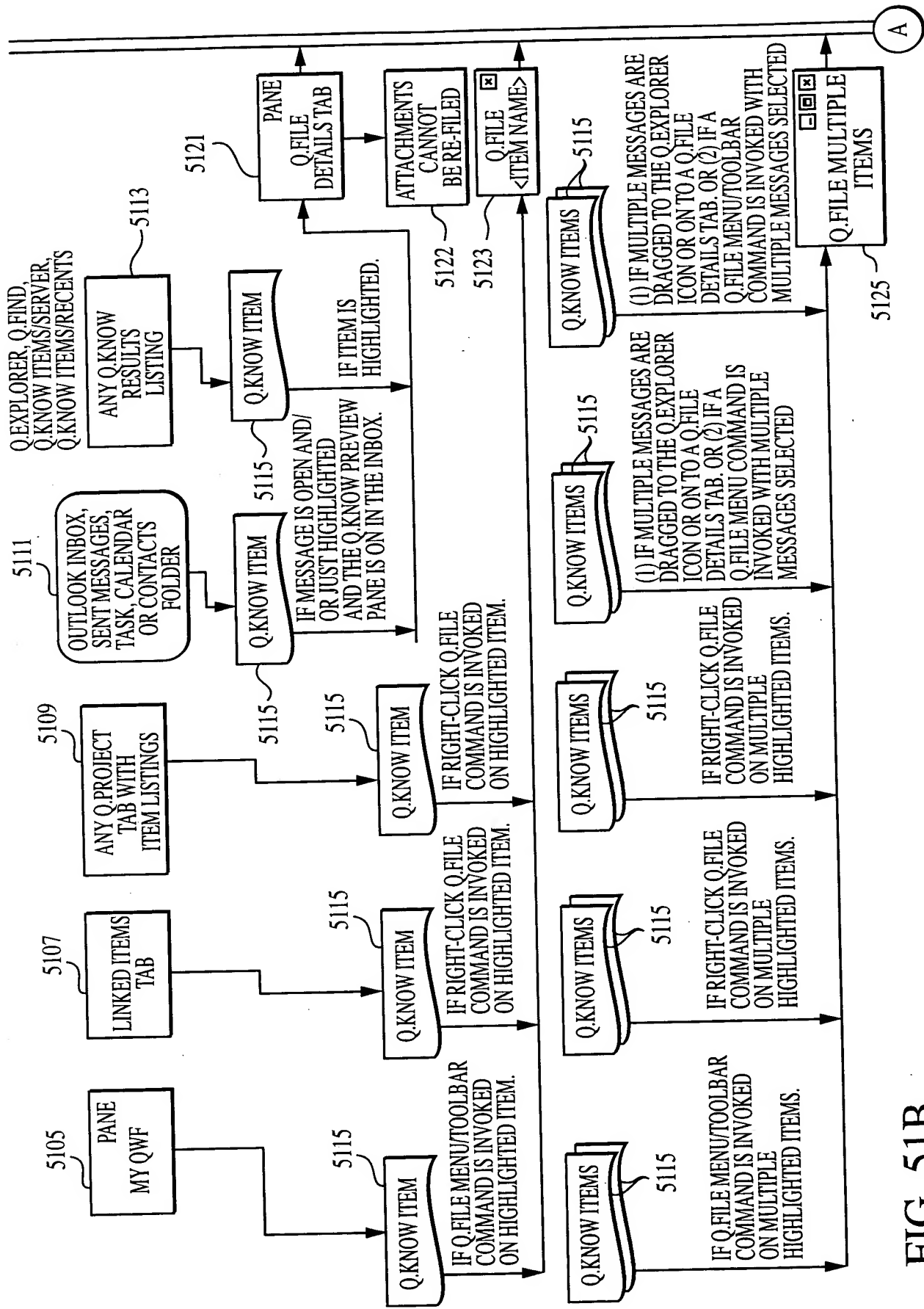


FIG. 51A



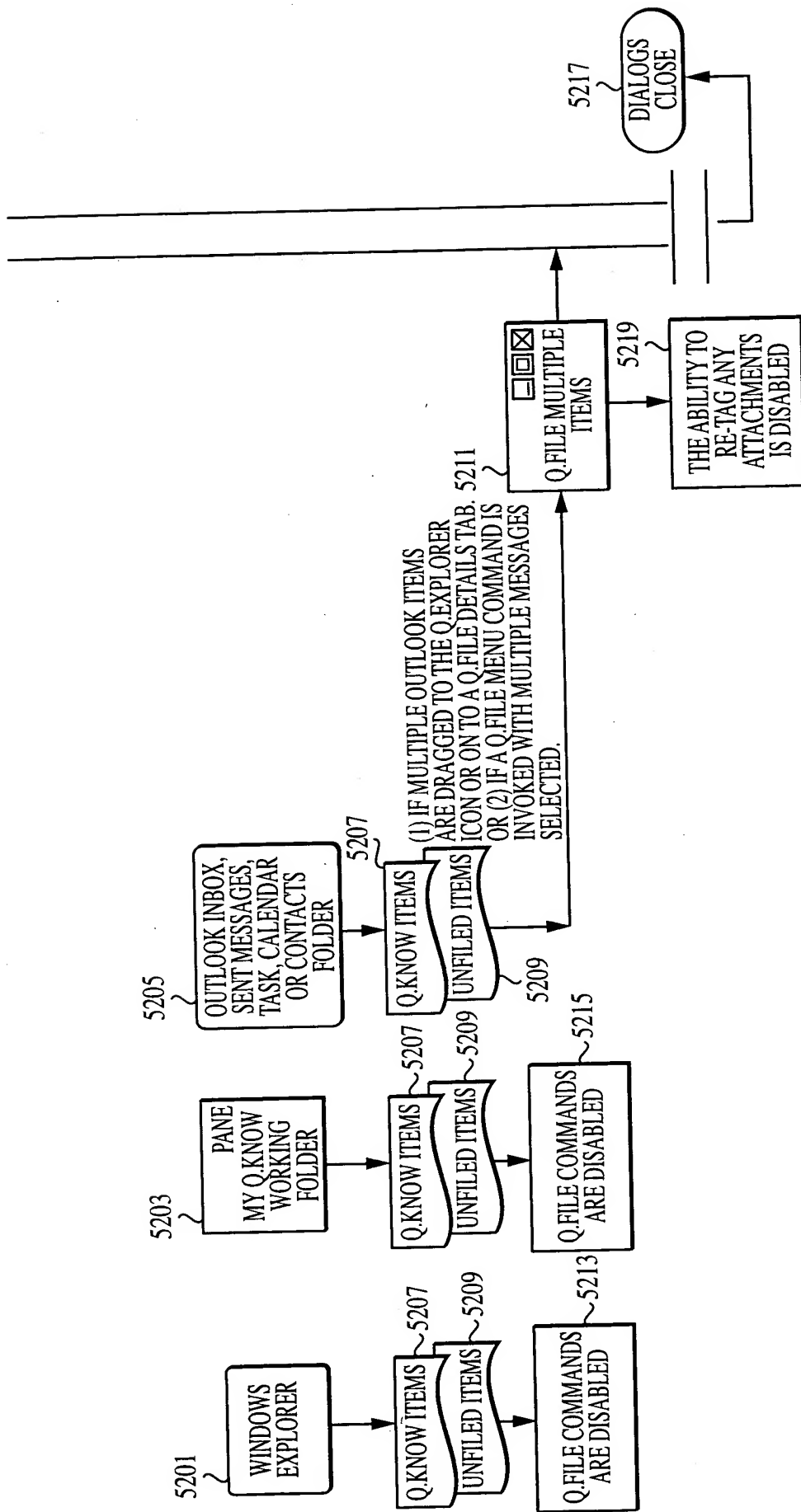


FIG. 52

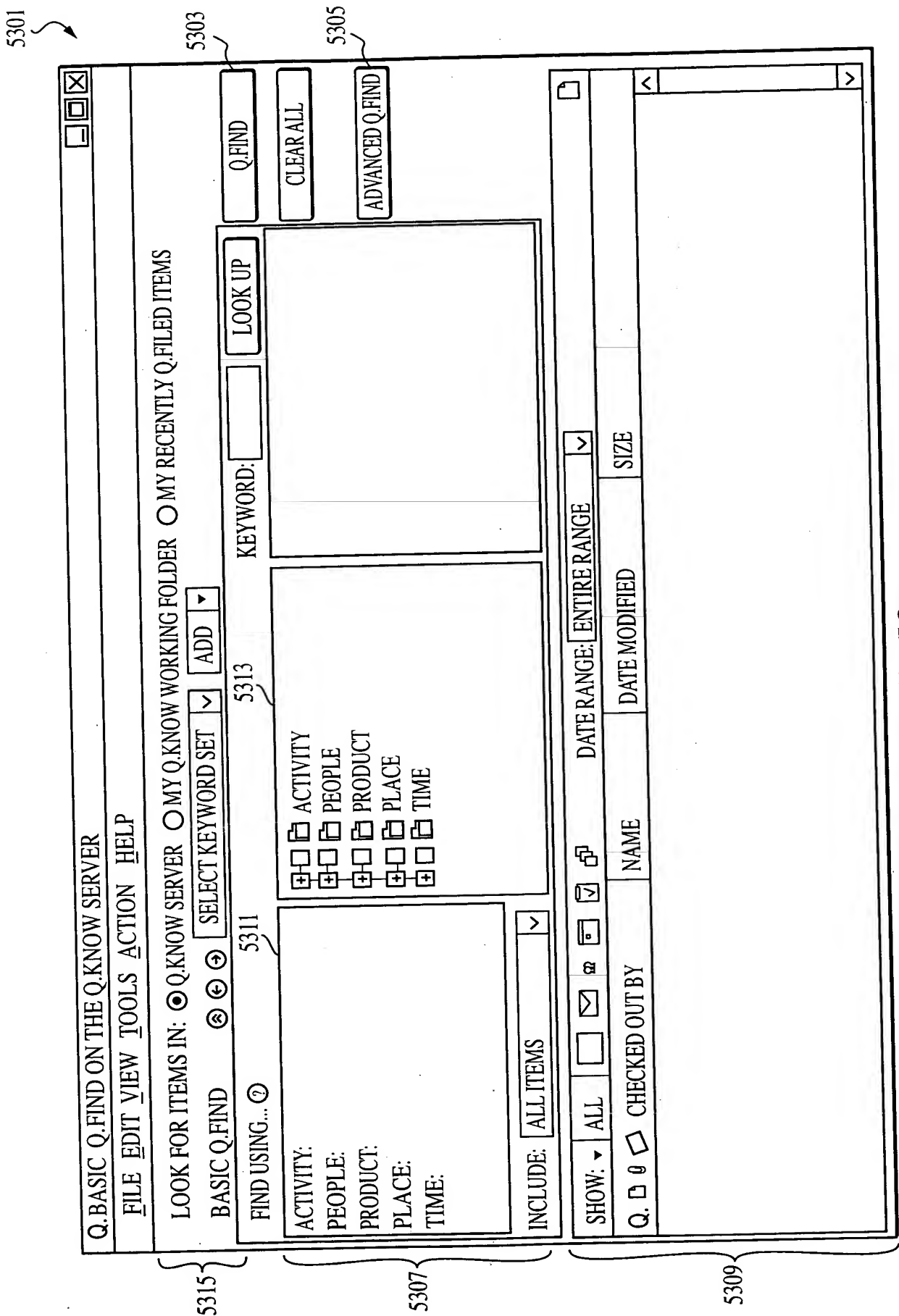


FIG. 53

Q.ADVANCED Q.FIND ON THE Q.KNOW SERVER

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN:
 ☒ Q.KNOW SERVER
 ☐ MY Q.KNOW WORKING FOLDER
 ☐ MY RECENTLY/Q.FILED ITEMS

ADVANCED Q.FIND ☒ ☐ BASIC Q.FIND

FIND USING... ☒ KEYWORDS ☐ ITEM PROPERTIES ☐ DATES

SELECT KEYWORDS ADD LOOK UP

KEYWORD: COM	Q.FIND
CLEAR ALL	BASIC Q.FIND

SHOW:	ALL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DATE RANGE:	ENTIRE RANGE	SIZE
Q.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NAME	DATE MODIFIED	< >

ACTIVITY: SUBROOT: KEYWORD	DATE RANGE:	ENTIRE RANGE	SIZE
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT	<input type="checkbox"/> / MARCOM	<input checked="" type="checkbox"/> KEYWORD
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT	<input type="checkbox"/> / MARKETING	
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT		
PEOPLE: SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT		
SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT		
PRODUCT: SUBROOT: KEYWORD	<input checked="" type="checkbox"/> / SUBROOT		
PLACE:	<input checked="" type="checkbox"/> / SUBROOT		

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

FIG. 54

5501

Q. MY Q.KNOW WORKING FOLDER

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q.KNOW SERVER MY Q.KNOW WORKING FOLDER MY RECENTLY Q.FILED ITEMS

SHOW: ALL

DATE RANGE: ENTIRE RANGE

NAME	SIZE	TYPE	DATE MODIFIED	CURRENT VERSION	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	MON 6/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	5 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 5/31/2002 12:00PM	2	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	7 KB	MICROSOFT EXCEL WORKSHEET	THU 5/30/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 KB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME

5511

5509

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILISIS AT VERO EROS ET ACCUMSAN ET IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

5503

5507

FIG. 55

5601

Q. MY RECENTLY Q. FILED ITEMS

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q. KNOW SERVER Q. MY Q. KNOW WORKING FOLDER Q. MY RECENTLY Q. FILED ITEMS

SENT RECENT ITEMS: ALL

SHOW: ALL DATE RANGE: LAST 30 DAYS

NAME	SIZE	TYPE	DATE MODIFIED	CHECKED OUT BY
LOREM: IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	Y MON 6/3/2002 12:00PM	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	5 KB	MICROSOFT POWERPOINT PRESENTATION	Y FRI 5/31/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	7 KB	MICROSOFT EXCEL WORKSHEET	Y THU 5/30/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 KB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	FIRST LASTNAME

PREVIEW Q. FILE DETAILS LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECUTUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH
EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM
VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA
COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE
MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILISIS AT VERO EROS ET ACCUMSAN ET
IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

5611

5609

5503

5607

FIG. 56

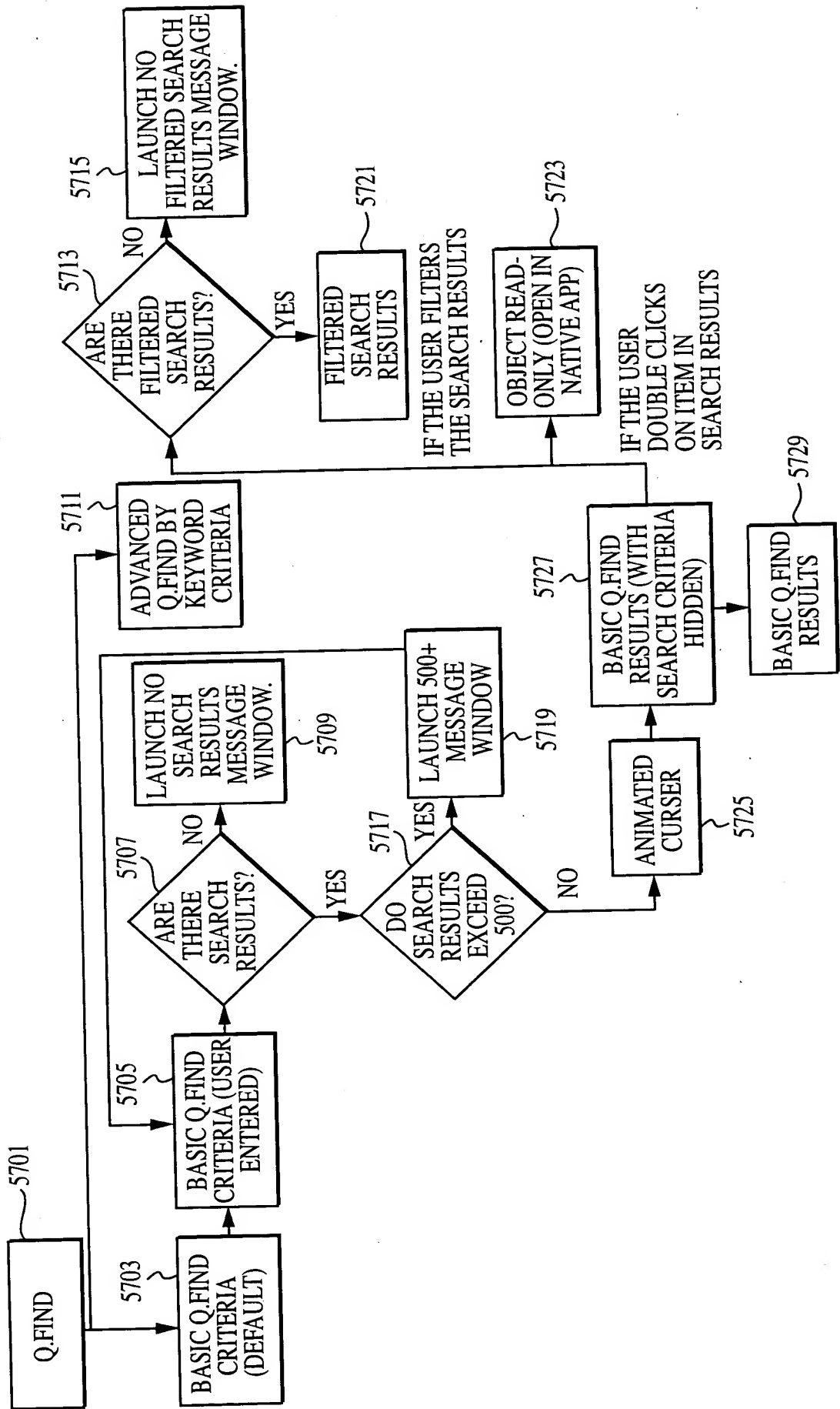


FIG. 57

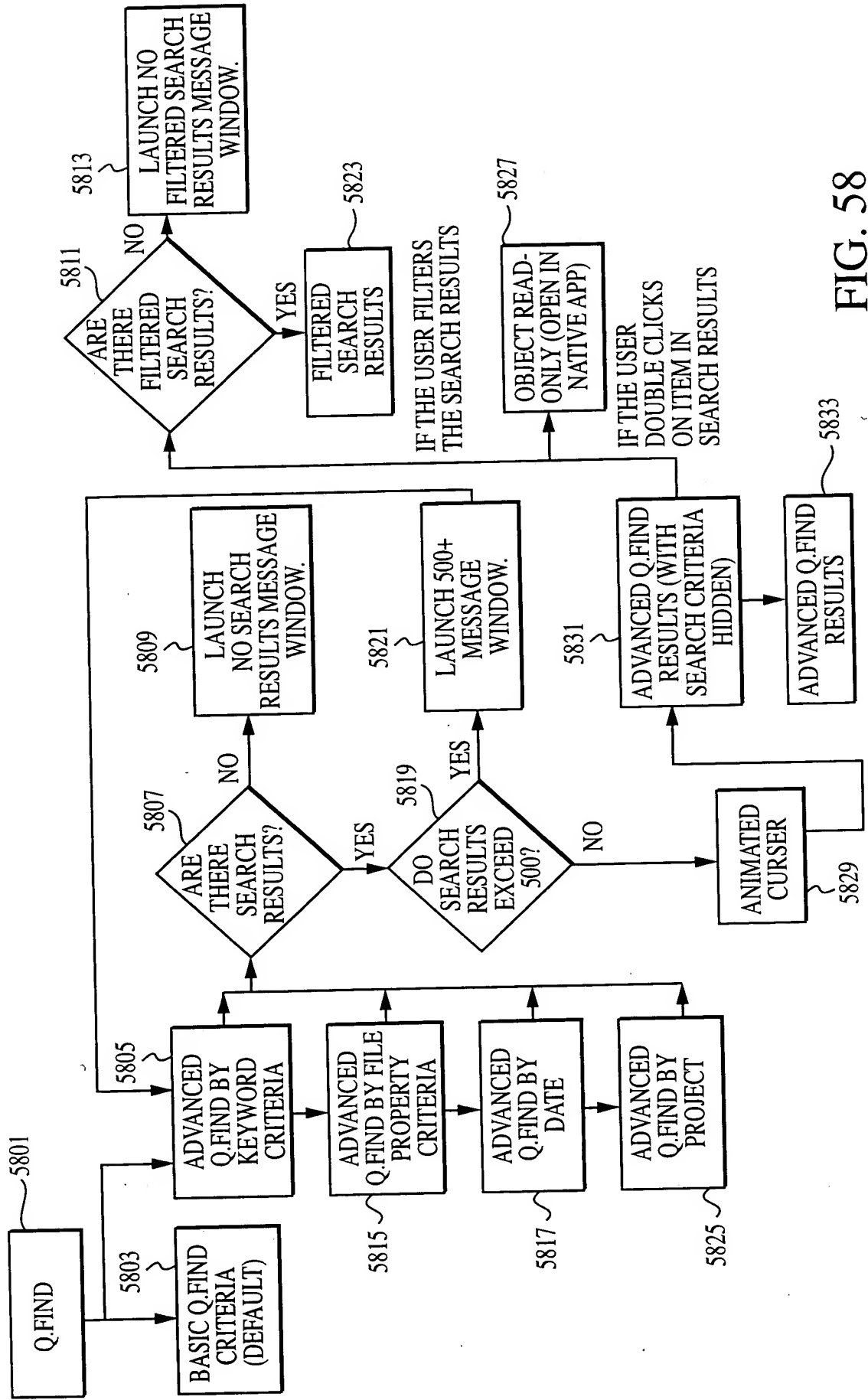


FIG. 58

5901

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEWS

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

?

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

GO

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

?

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

BASIC Q FIND

5913

FIND USING...

5915

5903

SELECT KEYWORD SET

ADD

LOOK UP KEYWORD

LOOK UP

ACTIVITY

PEOPLE

PRODUCT

PLACE

TIME

5905

5911

5917

ADVANCED Q FIND

CLEAR ALL

Q FIND

INCLUDE

ALL ITEMS

SHOW

ALL

CHECKED OUT BY

NAME

DATE RANGE

ENTIRE RANGE

DATE MODIFIED

SIZE

SEND/RECEIVE STATUS 0%

FIG. 59

5909

5907

Q.KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X REPLY & REPLY TO ALL FORWARD SEND/RECEIVE FIND FIND ? TYPE A QUESTION FOR HELP
TYPE A CONTACT TO FIND

CREATE REQUEST ADD TO PROJECT FIND SIMILAR Q.KNOW HELP ADDRESS INSERT FILE LOCATION GO

Q.Q.KNOW ITEMS

LOOK FOR ITEMS IN: Q.KNOW SERVER MY Q.KNOW WORKING FOLDER MY RECENTLY Q.FILED ITEMS

BASIC Q.FIND 6003

FIND USING... 6013

SELECT KEYWORD SET ADD LOOK UP KEYWORD: COM 6011 LOOK UP

ACTIVITY: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

INCLUDE: ALL ITEMS

KEYWORD MATCHES FOR "COM"
FINANCIAL SERVICES: COMMERCIAL LENDING
MARKETING: MARCOM
PEOPLE: COMPETITION
STORAGE: COMPRESSION
ADD "COM" TO KEYWORD LIST

Q.FIND CLEAR ALL ADVANCED Q.FIND 6015

SHOW:	ALL	CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB		
<input checked="" type="checkbox"/>	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB		
<input checked="" type="checkbox"/>	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB		
<input checked="" type="checkbox"/>	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K		
<input checked="" type="checkbox"/>	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB		
<input checked="" type="checkbox"/>	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB		
<input checked="" type="checkbox"/>	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB		
<input checked="" type="checkbox"/>	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB		
<input checked="" type="checkbox"/>	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB		

SEND/RECEIVE STATUS 0%

DONE

FIG. 60

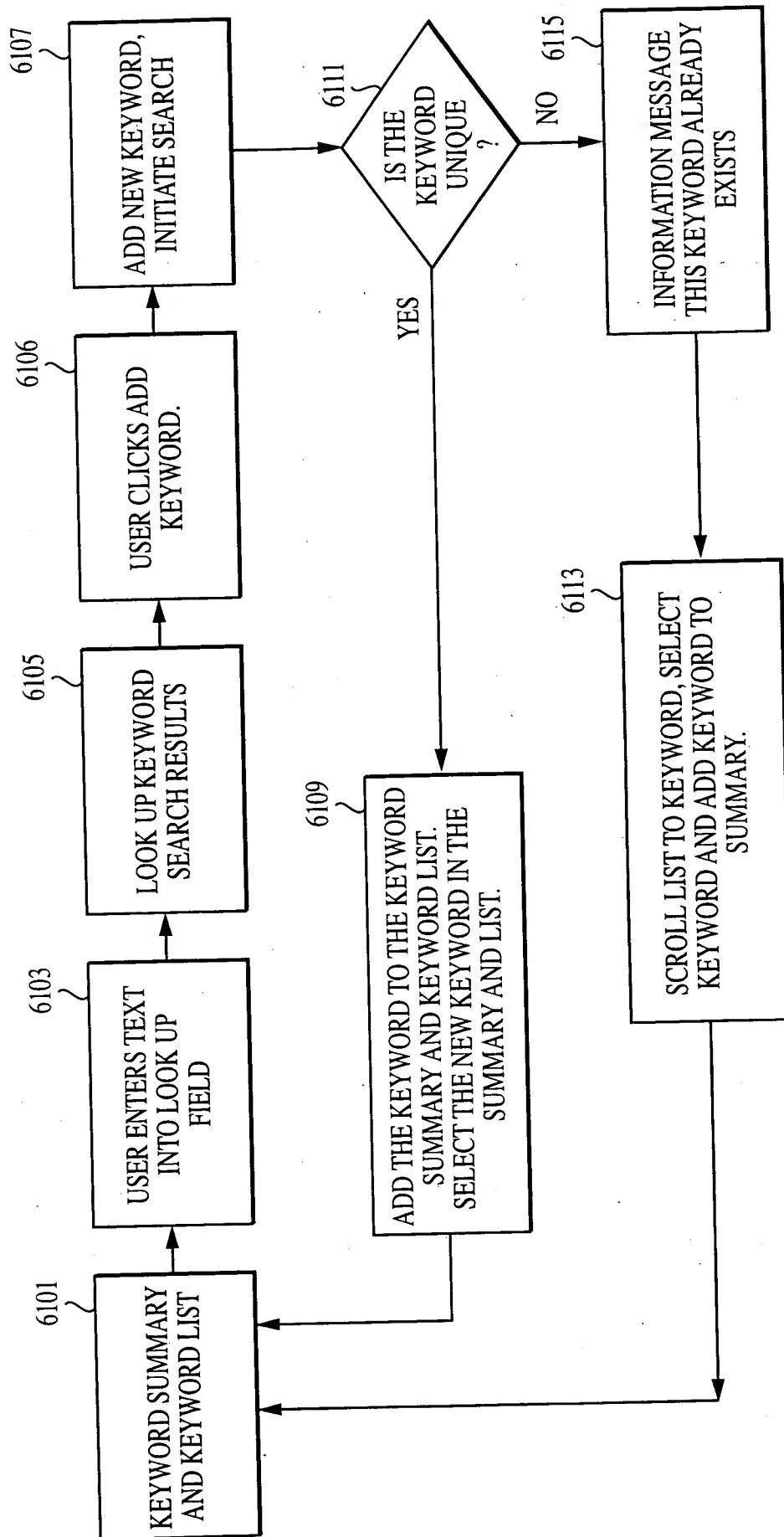


FIG. 61

6201

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

CREATE

REQUEST

BACK

REPLY TO ALL

ADD TO PROJECT

Q KNOW ITEMS

FORWARD

FIND SIMILAR

Q KNOW HELP

SEND/RECEIVE

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

GO

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

Q KNOW FILING MESSAGES

SELECT Q PROJECTS

SELECT KEYWORDS

SELECT KEYWORD SET

ADD

Q FILE LIKE

Q FILE

FILING SUMMARY

LINKED Q PROJECTS: Q.PROJ_NAME_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

6205

6207

FIG. 62

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

BASIC Q FIND

SHOW

ALL

SEARCH

VIEW

PRINT

DELETE

DATE RANGE

ENTIRE RANGE

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

SHOW

ALL

SEARCH

VIEW

PRINT

DELETE

DATE RANGE

ENTIRE RANGE

CHECKED OUT BY

DATE MODIFIED

SIZE

Q FIRST LASTNAME	NAME OF NOTE EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 9:54A	3 KB
Q FIRST LASTNAME	NAME OF NOTE SIT AMET CONSECTETUER	WED 5/29/2002 9:54A	5 KB
Q FIRST LASTNAME	NAME OF NOTE CONSECTETUER ADIPISCING ELIT	TUE 5/28/2002 6:21P	2 KB
Q FIRST LASTNAME	NAME OF NOTE SIT AMET CONSECTETUER	TUE 5/28/2002 3:51P	7 K
Q FIRST LASTNAME	ATTACHMENT 1 NAME	FRI 5/25/2002 10:02P	2.5 MB
Q FIRST LASTNAME	ATTACHMENT 2 NAME	FRI 5/25/2002 9:00A	80 KB
Q FIRST LASTNAME	ATTACHMENT 3 NAME	FRI 5/25/2002 9:00A	91 KB
Q FIRST LASTNAME	ATTACHMENT 4 NAME	FRI 5/25/2002 9:00A	1.8 MB

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

SEND/RECEIVE

FIG. 63

6401

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

?

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

X

E

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

6409

KEYWORDS

ITEM PROPERTIES

DATES

FIND USING...

ACTIVITY:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT:

SUBROOT: KEYWORD

PLACE:

SELECT KEYWORD SET

ADD

LOOK UP

LOOK UP KEYWORD: COM

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM 6405

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW:

ALL

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

CHECKED OUT BY

NAME

FIG. 64

6407

6501

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

<INSERT FILE LOCATION>

GO

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

KEYWORDS

ITEM PROPERTIES

DATES

INCLUDES

MS OUTLOOK ITEMS

MS OUTLOOK TASKS

MS OFFICE DOCUMENTS

Q PROJECTS

OTHERS

MEETINGS

CONTACTS

EMAIL MESSAGES

NOTES

FIND THIS TEXT:

WITHIN ITEM NAME:

WITHIN ITEM:

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB

6503

6509

6505

6507

FIG. 65

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

KEYWORDS

ITEM PROPERTIES

DATES

SEARCH BY:

DATE TYPE:

DATE RANGE:

ENTIRE RANGE

DATE LAST MODIFIED

DATE Q FILED

FROM:

THROUGH:

JULY 2002

S

M

T

W

T

F

S

30

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

1

2

3

4

5

6

7

8

9

10

TODAY

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW:

ALL

CHECKED OUT BY

NAME

RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

FIG. 66

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

Q KNOW ITEMS

ACTIVITY:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE:

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT:

SUBROOT: KEYWORD

PLACE:

SELECT KEYWORD SET

ADD

KEYWORDS

ITEM PROPERTIES

DATES

LOOK UP KEYWORD:

COM

LOOK UP

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

Q FIND

CLEAR ALL

BASIC Q FIND

SHOW:

ALL

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 1/31/2002 12:00 PM	2 KB

6801

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

ADVANCED Q FIND

KEYWORDS

ITEM PROPERTIES

DATES

SHOW

ALL

CHECKED OUT BY

NAME

DATE RANGE

ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL: NON DEPO QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 1/31/2002 12:00PM	91 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH
EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM
VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA
COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE
MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET
IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

6805

6803

6807

FIG. 68

Q PROJECT FIND

Q PROJECT FIND FIND USING... ?	⊞ ⊟ ⊠ ⊡		DATES		KEYWORDS	PROJECT PROPERTIES	
ACTIVITY: SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD PEOPLE: SUBROOT: KEYWORD SUBROOT: KEYWORD PRODUCT: SUBROOT: KEYWORD PLACE:	SELECT KEYWORD SET ▾ <input checked="" type="checkbox"/> ACTIVITY <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input type="checkbox"/> / MARKETING <input type="checkbox"/> MARCROM <input checked="" type="checkbox"/> ∞ KEYWORD	LOOK UP KEYWORD: COM LOOK UP X KEYWORD MATCHES FOR "COM" FINANCIAL SERVICES: COMMERCIAL LENDING MARKETING: MARCOM ~ 6903 PEOPLE: COMPETITION STORAGE: COMPRESSION ADD "COM" TO KEYWORD LIST					

SHOW: ▾ ALL [] [] [] [] NAME	DATE RANGE: ENTIRE RANGE ▾	DATE MODIFIED ▾	SIZE
[] [] [] [] CHECKED OUT BY			

DONE

FIG. 69

Q PROJECT FIND

Q PROJECT FIND

KEYWORDS

PROJECT PROPERTIES

DATES

PROJECT PROPERTIES TO SEARCH BY: ?

☒ ALL PROJECT TYPES
 ☒ PROJECT TYPE 1
 ☒ PROJECT TYPE 2
 ☒ PROJECT TYPE 3
 ☒ PROJECT TYPE 4
 ☒ PROJECT TYPE 5
 ☒ PROJECT TYPE 6

STATUS: ALL STATUS

DATE RANGE: ENTIRE RANGE

CHECKED OUT BY

NAME

PROJECT NAME:

PROJECT TEAM INCLUDES:

TEAM MEMBER:

PROJECT OWNER:

☐ FIND ONLY Q PROJECTS FOR WHICH I AM AN OWNER OR MEMBER.

Q PROJECT FIND

CLEAR ALL

SHOW: ALL

☒ ☐ ☐ ☐ ☐

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

FIG. 70

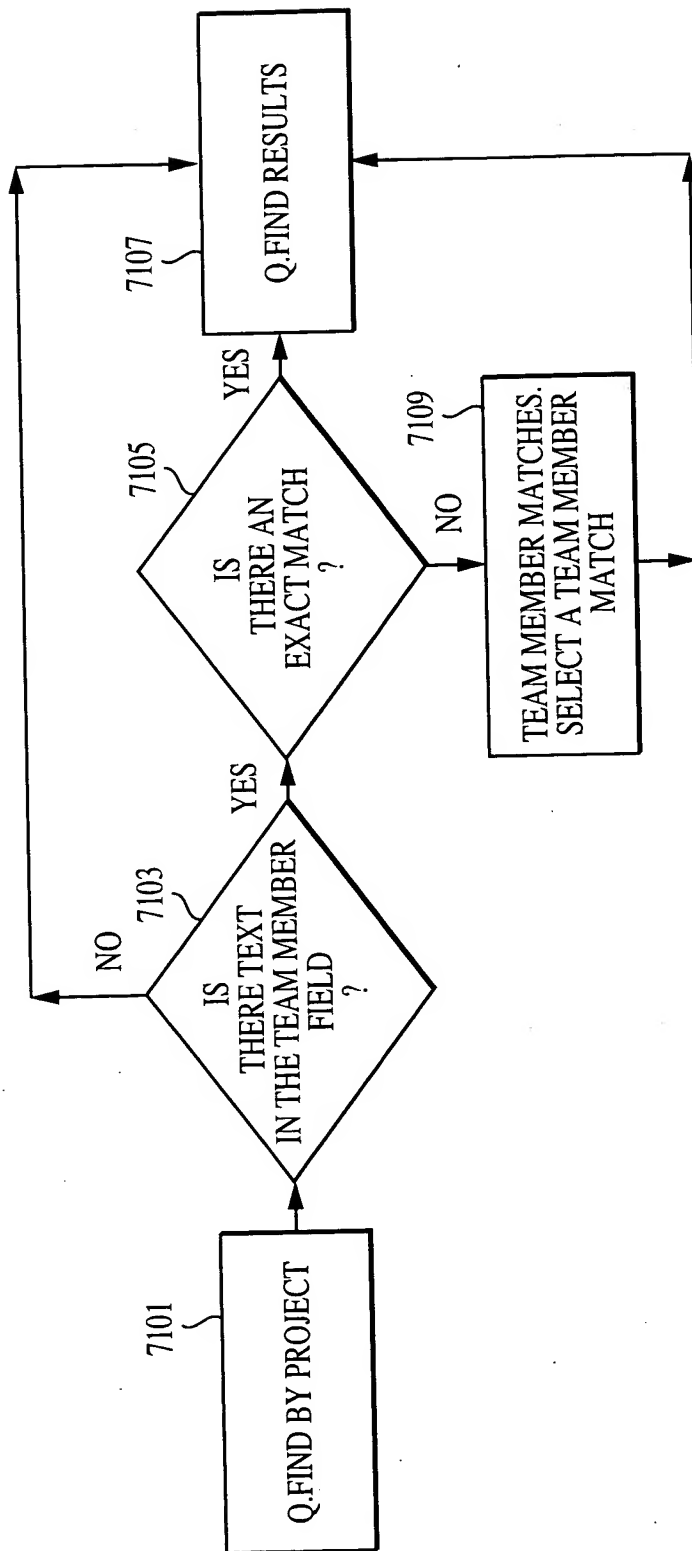


FIG. 71

Q.FIND WITH Q.PROJECTS

ADVANCED Q.FIND

FIND USING... ? KEYWORDS ITEM PROPERTIES DATES

ACTIVITY: SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD PEOPLE: SUBROOT: KEYWORD SUBROOT: KEYWORD PRODUCT: SUBROOT: KEYWORD PLACE:	SELECT KEYWORD SET ADD ▼ <input checked="" type="checkbox"/> ACTIVITY <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input type="checkbox"/> / SUBROOT <input type="checkbox"/> / MARKETING <input type="checkbox"/> / MARCROM <input checked="" type="checkbox"/> KEYWORD	LOOK UP KEYWORD: COM LOOK UP KEYWORD MATCHES FOR "COM" FINANCIAL SERVICES: COMMERCIAL LENDING MARKETING: MARCOM ~ 7203 PEOPLE: COMPETITION STORAGE: COMPRESSION ADD "COM" TO KEYWORD LIST	Q.FIND CLEAR ALL BASIC Q.FIND
--	--	--	-------------------------------------

SHOW: ▼ ALL DATE RANGE: ENTIRE RANGE DATE MODIFIED SIZE

CHECKED OUT BY NAME

7301

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

7307

7305

7309

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS

SHOW: ALL

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

CURRENT VERSION

CHECKED OUT BY

NAME	SIZE	TYPE	DATE MODIFIED	CURRENT VERSION	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	MON 6/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	5 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 5/31/2002 12:00PM	2	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	7 K	MICROSOFT EXCEL WORKSHEET	THU 5/30/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 MB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	3 KB	MICROSOFT EXCEL WORKSHEET	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID	5 KB	MICROSOFT EXCEL WORKSHEET	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED	2 KB	MICROSOFT WORD DOCUMENT	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT	7 K	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

7303

FIG. 73

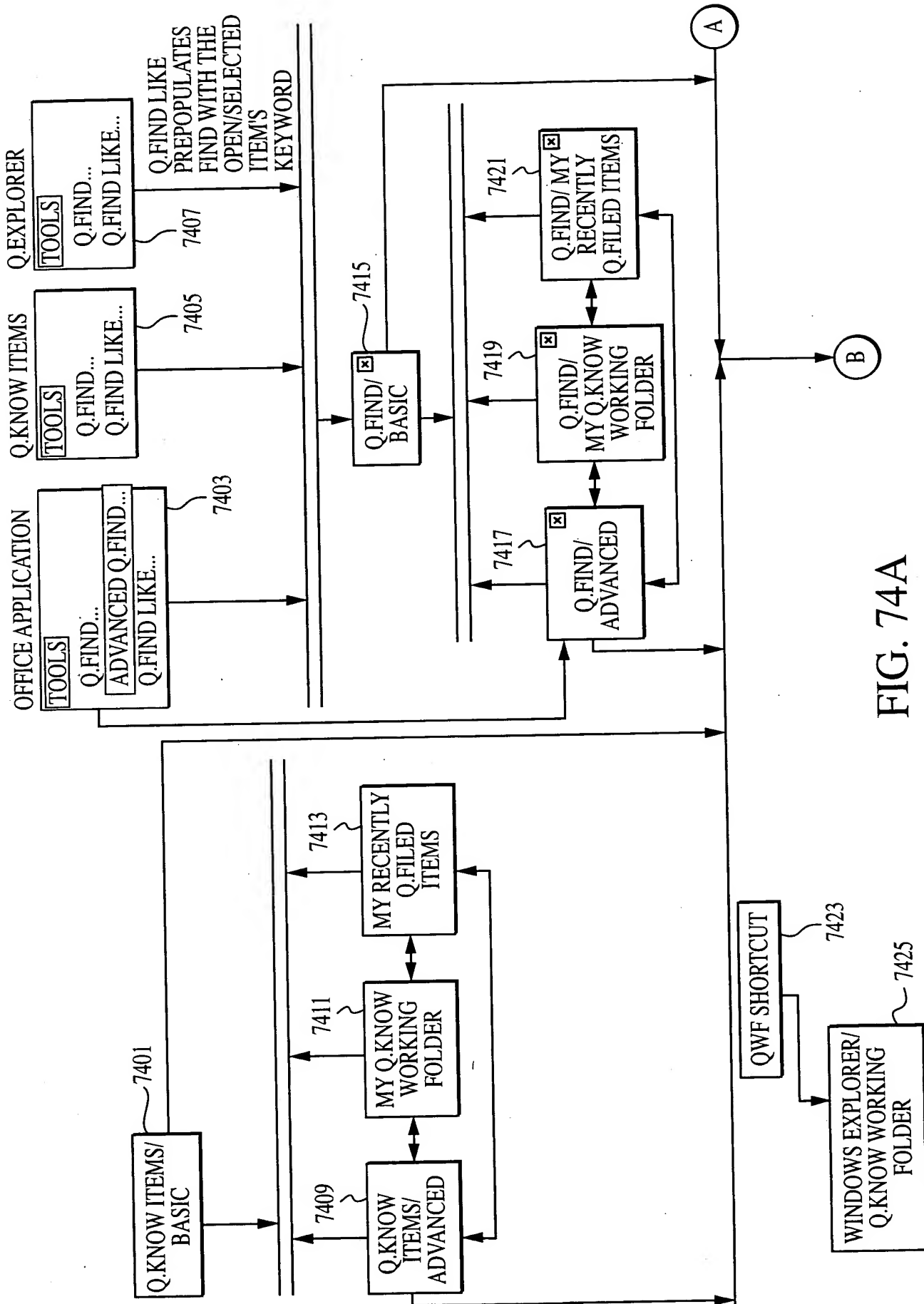


FIG. 74A

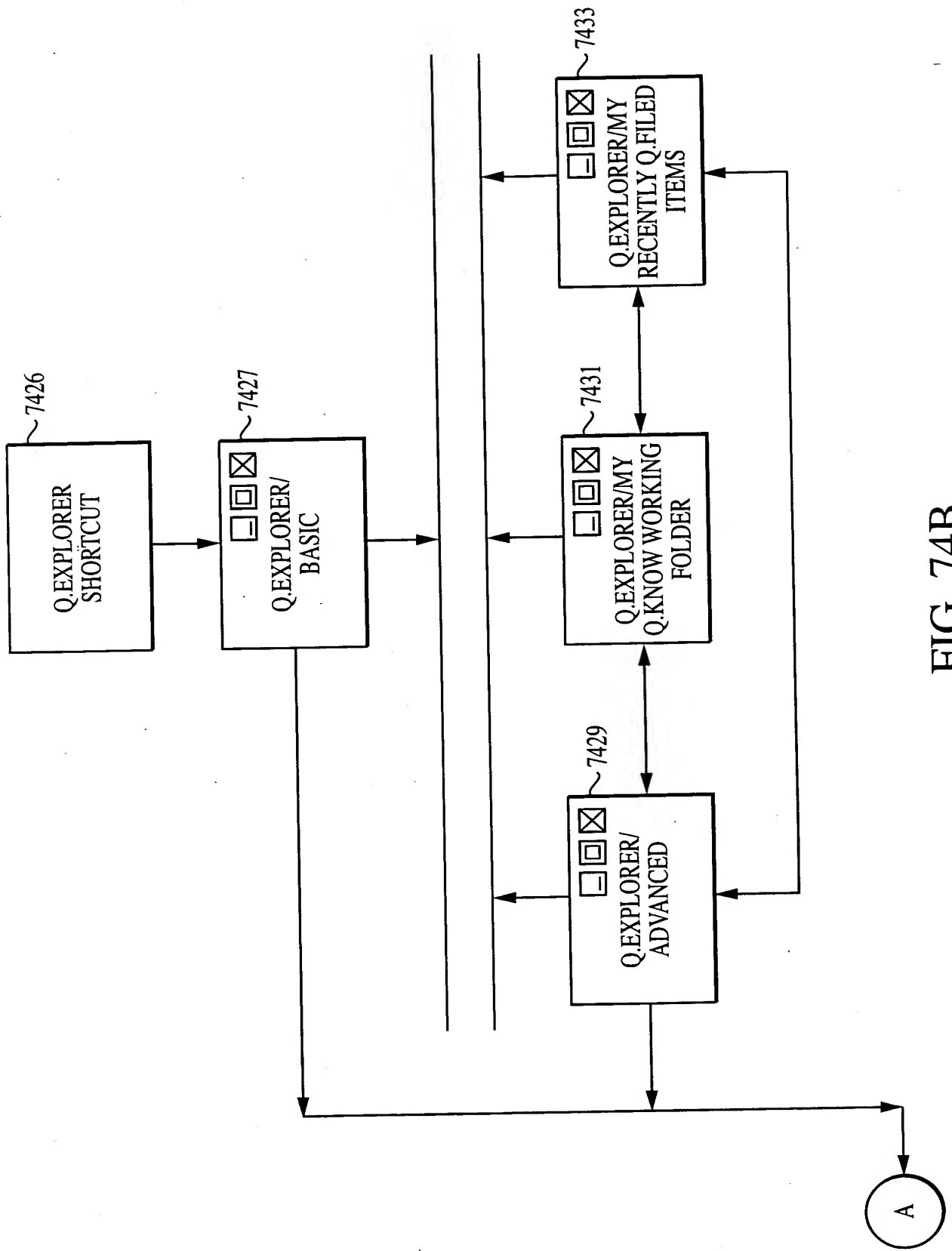
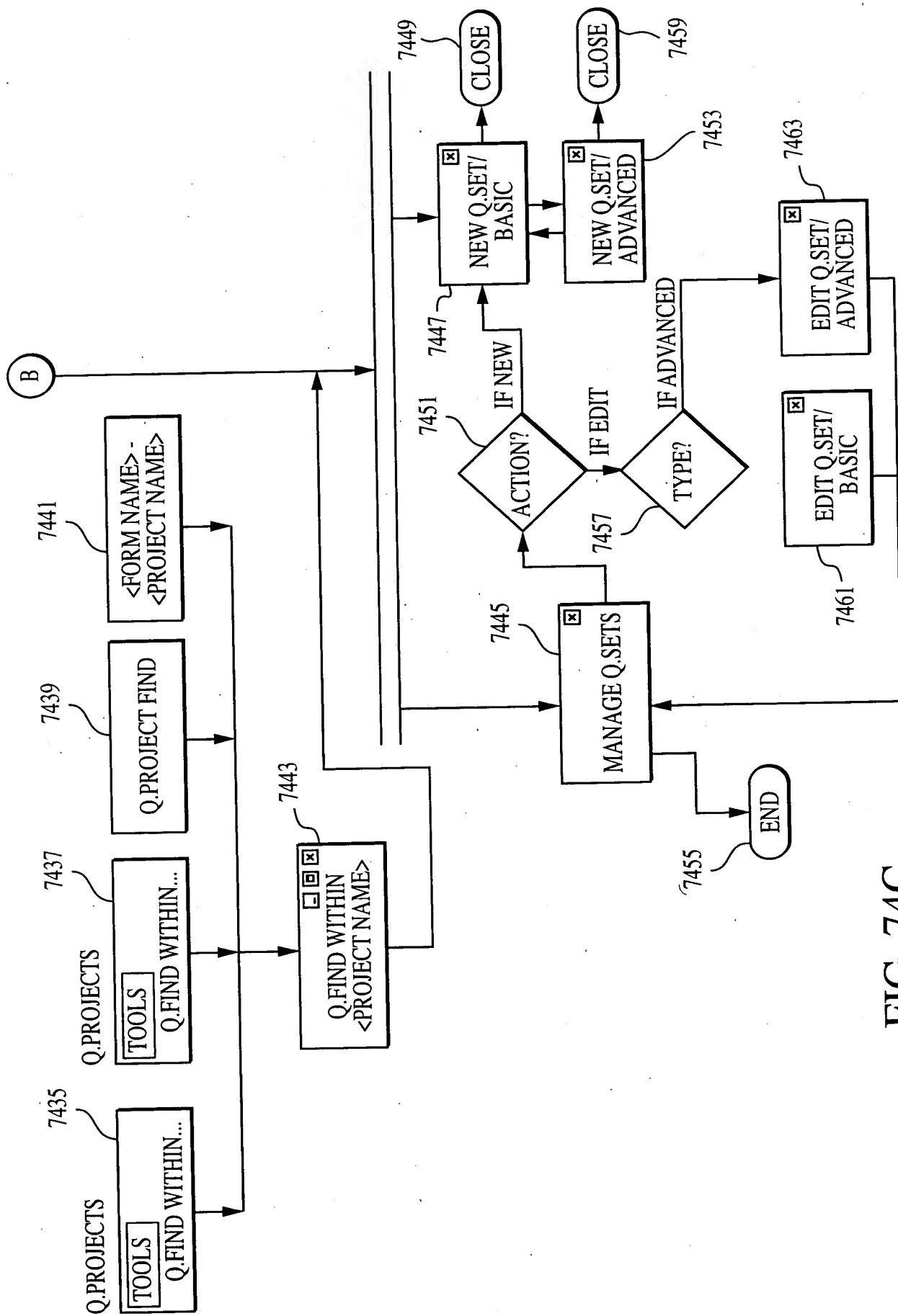


FIG. 74B



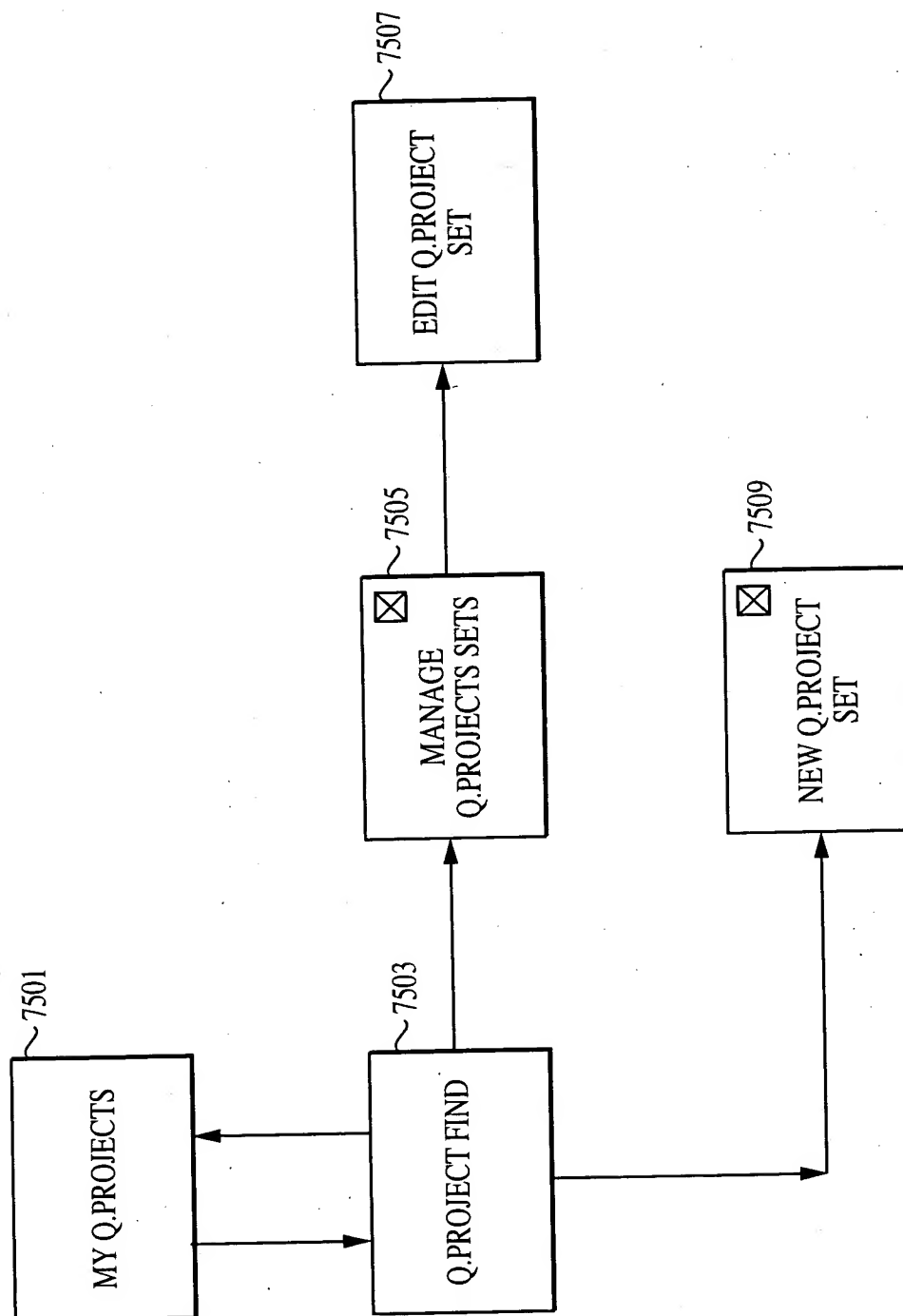


FIG. 75

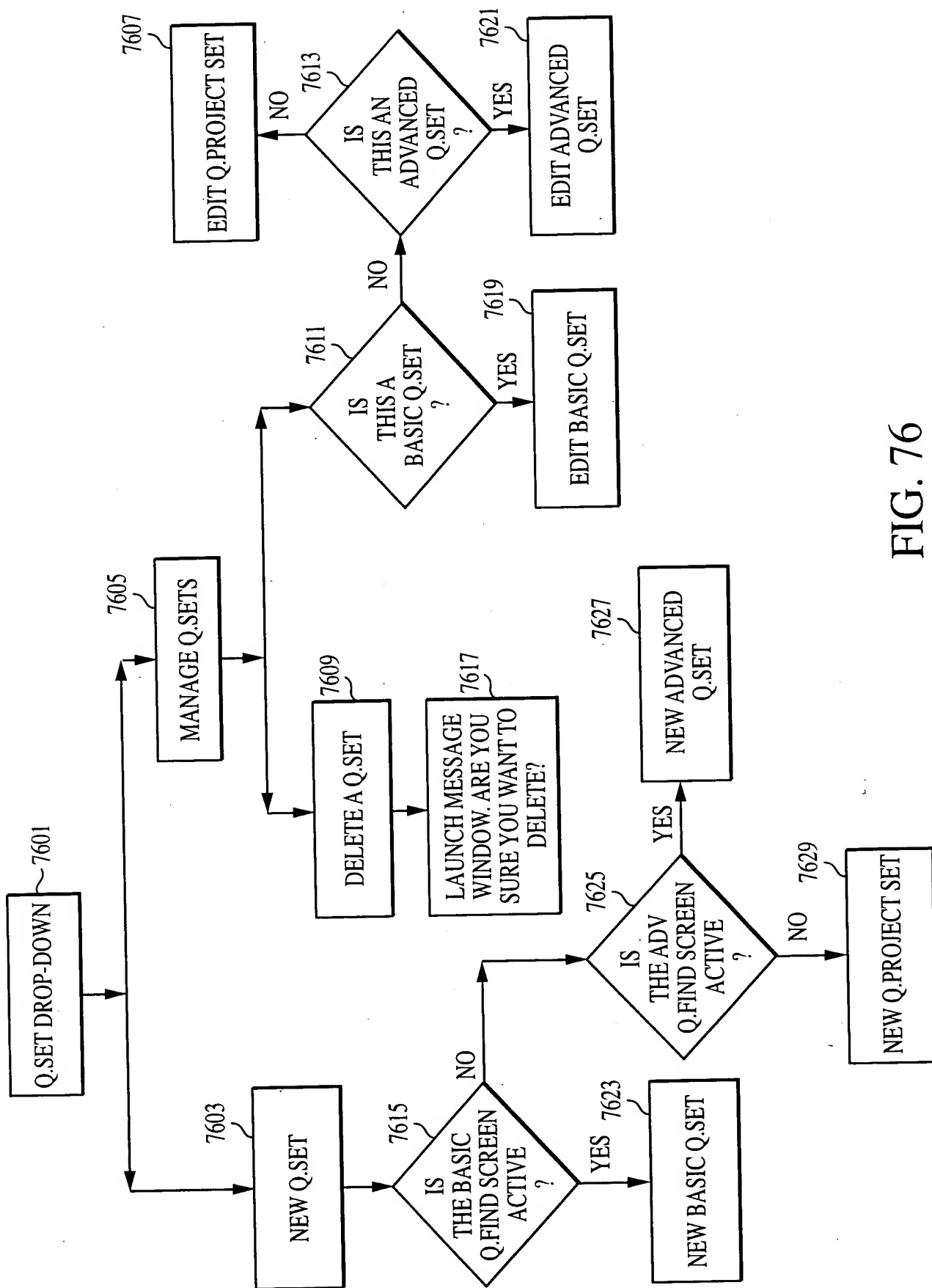


FIG. 76

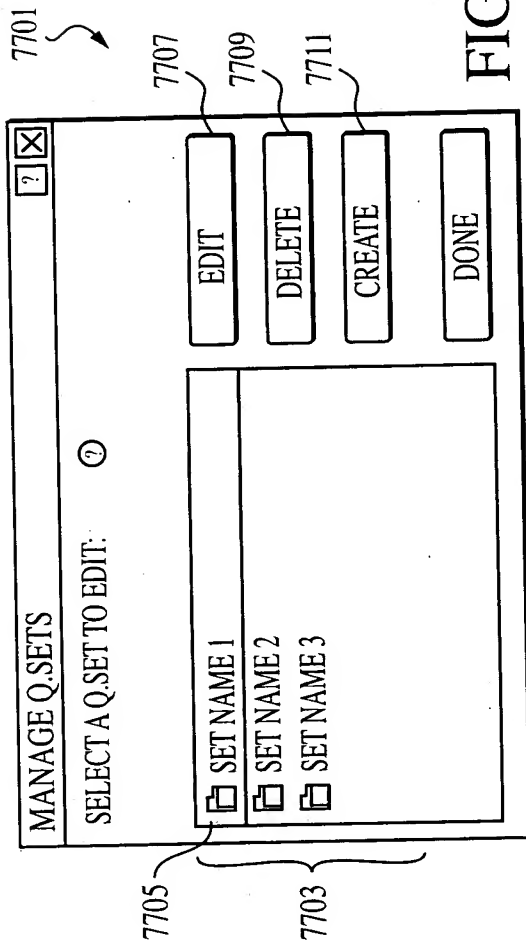


FIG. 77

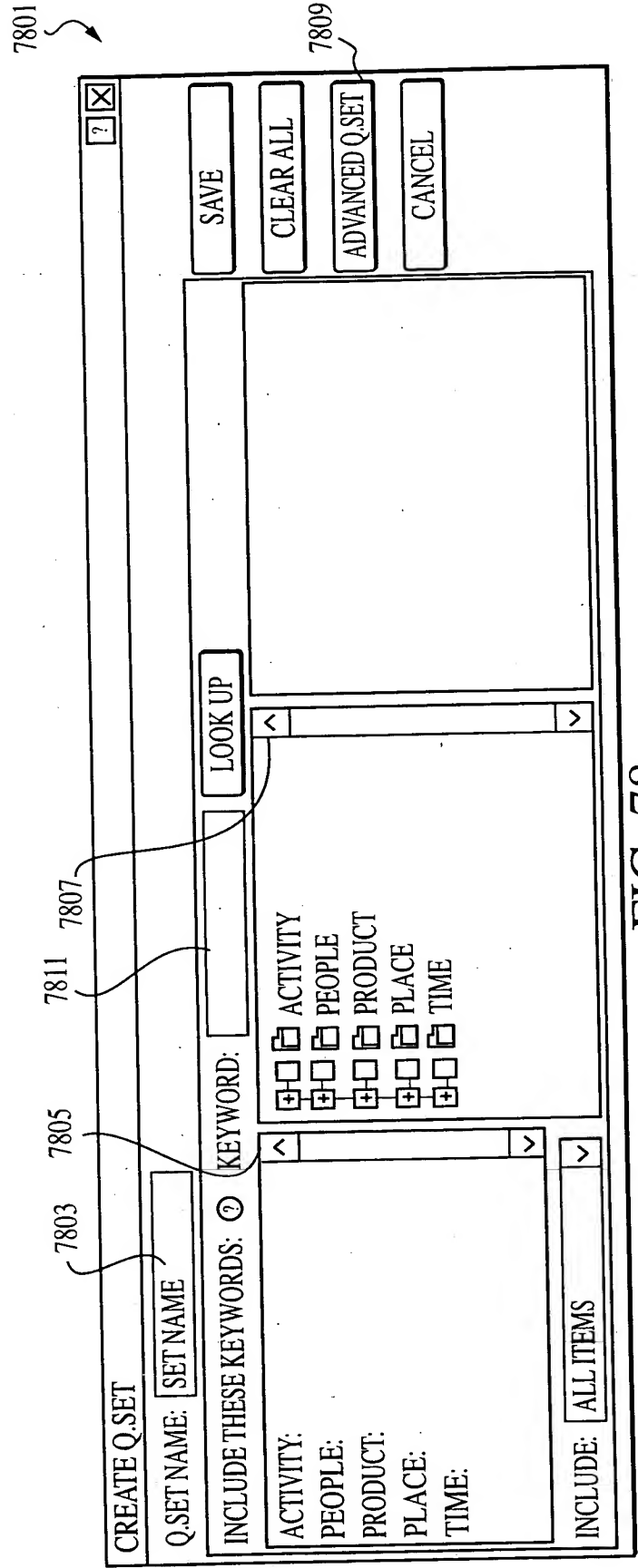


FIG. 78

7901

7911

7905

7903

EDIT Q.SET

Q.SET NAME: SET NAME

LOOK UP KEYWORD: LOOK UP

SAVE

CLEAR ALL

CANCEL

INCLUDE THESE KEYWORDS: ②

ACTIVITY: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

☐ ACTIVITY
☐ / SUBROOT
☐ / SUBROOT
☒ / SUBROOT

☒ / SUBROOT
☐ / SUBROOT

☒ / KEYWORD
☐ / KEYWORD
☐ / KEYWORD
☐ / KEYWORD

PEOPLE: SUBROOT: KEYWORD
SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

PRODUCT:

INCLUDE: ALL ITEMS

FIG. 79

Figure 1 is a screenshot of a graphical user interface (GUI) for creating a Q.SET. The window is titled "CREATE Q.SET". The interface includes the following elements:

- Q.SET NAME:** A text box labeled "SET NAME" (8011) for entering the name of the Q.SET.
- INCLUDE THESE KEYWORDS: ②**: A section for selecting keywords. It lists five categories: ACTIVITY, PEOPLE, PRODUCT, PLACE, and TIME. Each category has a checkbox and a plus sign (+) next to it. To the right of this list is a "LOOK UP" button.
- KEYWORDS** (8003), **ITEM PROPERTIES** (8005), and **DATE RANGE** (8007): These are tabs or sections for further configuration.
- Buttons** (8009): At the bottom, there are four buttons: "SAVE", "CLEAR ALL", "BASIC Q.SET", and "CANCEL".
- Question Mark Icon** (8001): A small icon in the top right corner of the window.

FIG. 80

8101

8105

8107

8111

8103

EDIT Q.SET

Q.SET NAME: SET NAME

INCLUDE THESE KEYWORDS: KEYWORD:

ACTIVITY: SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

TIME:

DATE RANGE

SAVE

CLEAR ALL

CANCEL

FIG. 81

8201

8209

8207

8205

8211

8203

CREATE Q. PROJECT SET

Q. PROJECT SET NAME: SET NAME

KEYWORDS

PROJECT PROPERTIES

DATE RANGE

LOOK UP

SAVE

CLEAR ALL

CANCEL

8213

FIG. 82

[illegible]

8401

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

BACK

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

BASIC Q FIND

SHOW:

ALL

CHECKED OUT BY

NAME

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
Q FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
Q FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

PREVIEW

Q FILE DETAILS

8411

AMERICAN AIR AVIATION-XOL-UW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

EDIT

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

8405

8407

FIG. 84

Q.KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

INSERT Q.KNOW TOOLBAR

BACK

Q.KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

LOOK FOR ITEMS IN:

Q.KNOW SERVER

MY Q.KNOW WORKING FOLDER

MY RECENTLY Q. FILED ITEMS

BASIC Q.FIND

ENTIRE RANGE

DATE RANGE

DATE MODIFIED

SIZE

SHOW	ALL	NAME	DATE MODIFIED	SIZE
<input type="checkbox"/>	<input type="checkbox"/>	CHECKED OUT BY		
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	3 KB
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	5 KB
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	2 KB
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	7 K
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	2.5 MB
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	80 KB
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	91 KB
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	3 KB
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	5 KB
<input type="checkbox"/>	<input type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL: NON DEPOSIT QUID PRO QUO HIS ES	

PREVIEW

Q.FILE DETAILS

8411

CREATED: MONDAY, JUNE 03, 2002, 9:28:33 PM

MODIFIED: MONDAY, JUNE 03, 2002, 11:45:15 PM

ACTIVITY: SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

DONE

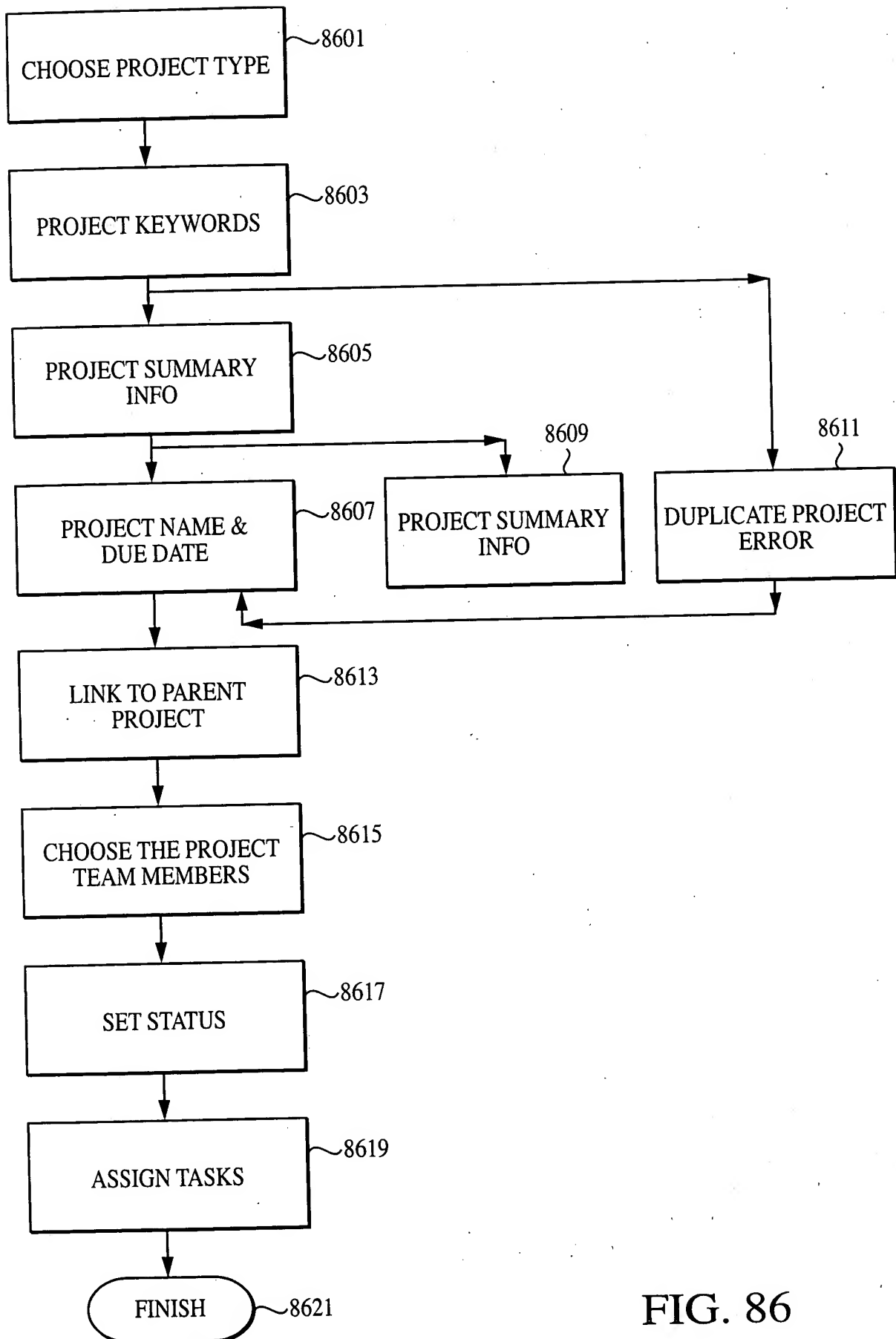


FIG. 86

8701

8703

8705

CREATE A NEW PROJECT -- STEPS 1 AND 2

WELCOME TO THE Q.PROJECT WIZARD

STEP 1: WHAT IS THE NATURE OF THIS PROJECT?

----- UNDERWRITING -----

SUBMISSIONS

RETROCESSIONS

----- CLAIMS -----

INWARD

OUTWARD

STEP 2: HOW ELSE DO YOU WANT TO IDENTIFY IT?

NEW

RENEWAL

ENDORSEMENT

WHEN YOU'RE READY TO GO ON, CLICK NEXT.

NEXT >

CANCEL

FIG. 87

8801

8803

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #

WHAT SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS NEW UNDERWRITING SUBMISSION PROJECT?

BROKER:* SELECT ONE ▼

CEDANT:* SELECT ONE ▼

INSURED:* SELECT ONE ▼

U/W YR:* SELECT ONE ▼

PROD. TYPE:* SELECT ONE ▼

PROD. CLASS:* SELECT ONE ▼

COMPANY:* SELECT ONE ▼

DIVISION:* SELECT ONE ▼

<BACK

NEXT >

CANCEL

FIG. 88

8901

CREATE A NEW <Q PROJECT TYPE>-- STEP # OF #

WHAT ADDITIONAL SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS NEW UNDERWRITING SUBMISSION PROJECT?

	I OWNER	I NAME	I DATE MODIFIED
<input type="radio"/>	OWNER NAME	1234 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	MON 6/3/2002 3:12P
<input type="radio"/>	OWNER NAME	2345 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	FRI 5/31/2002 7:34P
<input type="radio"/>	OWNER NAME	3456 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	FRI 5/31/2002 5:31P
<input type="radio"/>	OWNER NAME	4567 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	THU 5/30/2002 3:58P
<input type="radio"/>	OWNER NAME	5678 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 11:04A

FIND OTHER PROJECT

INSERT INLINE HELP IF APPLICABLE. LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY RIBH.

<BACK

NEXT >

CANCEL

8903

8905

FIG. 89

9001

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #
✕

WHAT ADDITIONAL SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS PROJECT?
NEXT TO EACH ITEM BELOW, EITHER TYPE THE NECESSARY INFORMATION, OR CLICK THE DOWN ARROW AND SELECT THE APPROPRIATE OPTION FROM THE LIST.

TERM:*	<div style="border: 1px solid black; padding: 2px;">SELECT ONE ▼</div>	ORIG. CURRENCY:	<div style="border: 1px solid black; padding: 2px;">SELECT ONE ▼</div>	} 9003
INCEPTION DATE:*	<div style="border: 1px solid black; padding: 2px;">NONE ▼</div>	EPI:	<div style="border: 1px solid black; height: 20px;"></div>	
EXPIRY DATE:*	<div style="border: 1px solid black; padding: 2px;">NONE ▼</div>	SUM INSURED:	<div style="border: 1px solid black; height: 20px;"></div>	
		UPPER LIMIT:	<div style="border: 1px solid black; height: 20px;"></div>	
		LOWER LIMIT:	<div style="border: 1px solid black; height: 20px;"></div>	
		DEDUCTIBLE:	<div style="border: 1px solid black; height: 20px;"></div>	

<BACK

NEXT >

CANCEL

FIG. 90

9101

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #
✕

WHAT NAME WOULD YOU LIKE TO GIVE THIS PROJECT, AND WHEN IS THE PROJECT DUE?
WE'VE SUGGESTED A NAME FOR THE PROJECT BASED ON THE INFORMATION YOU ENTERED, YOU CAN KEEP, EDIT, OR REPLACE THE SUGGESTED NAME. NEXT TO PROJECT DUE DATE, SPECIFY THE DATE THAT ALL WORK ON THE PROJECT MUST BE COMPLETED.

PROJECT NAME:	<div style="border: 1px solid black; padding: 2px;">AMERICAN AIR-AVIATION-XOL-UW-YR2003</div>	PROJECT DUE DATE:	<div style="border: 1px solid black; padding: 2px;">▼</div>
PROJECT NO:	0000-000000-00005867		
PROJECT STATUS:	<div style="display: flex; justify-content: space-between;"> 9107 9109 9103 9105 </div> <div style="display: flex; justify-content: space-between;"> 9107 9109 9103 9105 </div>		

9107
9109
9103
9105

9107
9109
9103
9105

<BACK

NEXT >

CANCEL

FIG. 91

9201

×

CREATE A NEW <Q>PROJECT TYPE>-- STEP # OF #

WHO WILL BE THE TEAM MEMBERS FOR THIS PROJECT?

NEXT TO EACH ROLE BELOW, SPECIFY THE NAME(S) OF THE PEOPLE WHO ARE IN THAT ROLE. LATER, YOU'LL BE ABLE TO ASSIGN TASKS TO THE WORKGROUP MEMBERS YOU ENTER HERE.

TO ENTER A NAME, TYPE IT IN A FIELD, OR CLICK THE ADDRESS BOOK ICON NEXT TO THE FIELD.

TO ENTER MULTIPLE NAMES, SEPARATE EACH NAME WITH A SEMI-COLON (;).

OWNER:*

9203

UNDERWRITING:*

9205

LEGAL REP.:

FINANCE:*

EXTENDED TEAM MEMBERS:

INTERNAL: [CLICK BUTTON TO EDIT.]

9207

EDIT INTERNAL

EXTERNAL: [CLICK BUTTON TO EDIT.]

9209

EDIT EXTERNAL

EXTENDED TEAM MEMBERS ARE CONTACTS THAT SHOULD BE NOTIFIED OF KEY Q.PROJECT MILESTONES, BUT DO NOT HAVE Q.PROJECT RESPONSIBILITIES.

<BACK

NEXT >

CANCEL

FIG. 92

9303 9305 9307 9301

CREATE A NEW <Q.PROJECT TYPE> --STEP # OF #

WHO SHOULD BE ASSIGNED TO EACH PROJECT TASK, AND BY WHAT DATE MUST EACH TASK BE COMPLETED?
EACH OF THE TASKS LISTED HERE MUST BE COMPLETED BEFORE THIS PROJECT CAN BE CLOSED. TO THE RIGHT OF EACH TASK NAME, SELECT THE APPROPRIATE WORKGROUP MEMBER FOR THAT TASK. THEN, PICK THE DATE THE TASK MUST BE COMPLETED.

<input type="checkbox"/>	<input type="checkbox"/>	TASK NAME	ASSIGNED TO	DUE DATE
<input checked="" type="checkbox"/>		FILE ORIGINAL OFFER (3RD PARTY)	PERRY YAO * ▼	THU 9/5/2002 * ▼
<input checked="" type="checkbox"/>		CAPTURE DEAL DATA	CARL SHELBY * ▼	TUE 9/10/2002 * ▼
<input checked="" type="checkbox"/>		OBTAIN COVER NOTE/ SLIP	JOE EMPLOYEE * ▼	NONE * ▼
<input checked="" type="checkbox"/>	<input type="checkbox"/>	RUN PRICING MODEL	SABINE POWERS * ▼	NONE * ▼
		PRICING MODELS.DOC [RENAME]		

<BACK NEXT > CANCEL

FIG. 93

9401

DUPLICATES FOUND

⚠ SIMILIAR PROJECTS HAVE BEEN FOUND.
PLEASE REVIEW THE PROJECTS BELOW TO ENSURE THAT A DUPLICATE PROJECT IS NOT CREATED.
DOUBLE-CLICK ON A PROJECT NAME TO VIEW ITS SUMMARY.

<input type="radio"/>	OWNER	NAME	DATE MODIFIED
<input type="radio"/>	OWNER NAME	1234 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	MON 6/3/2002 3:12P
<input type="radio"/>	OWNER NAME	2345 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	FRI 5/31/2002 7:34P
<input type="radio"/>	OWNER NAME	3456 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	FRI 5/31/2002 5:31P
<input type="radio"/>	OWNER NAME	4567 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	THU 5/30/2002 3:58P
<input type="radio"/>	OWNER NAME	5678 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 11:04A

☒ NONE OF THESE

SELECT THE PROJECT YOU WOULD LIKE TO USE INSTEAD.
INSERT IN-LINE HELP.

OK

9403

FIG. 94

Q.PROJECTS - MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
NEW X Q.REPLY Q.REPLY TO ALL Q.FORWARD SEND/RECEIVE FIND TYPE A CONTACT TO FIND ?									
CREATE LIKE ADD Q.NOTE VIEW HISTORY INSERT FROM Q.KNOW CAPTURE FORMS DATA VIEW ATTACHMENTS? INVITE INPUT REQUEST APPROVAL LINK TO Q.PROJECT SUBMIT PREVIEW OF									
ADDRESS <INSERT FILE LOCATION>									
MY Q.PROJECTS: TYPE: ALL TYPES: STATUS: PENDING AND ACTIVE Q.PROJECT FIND									
PROJECT NAME	PROJECT TYPE	PROJECT #	OWNER	LAST MODIFIED	STATUS				
NY POST-EO-TTY-UW-YR2003	SUBMISSION	F2475438-5E1A-461B-9E77-8390652B4FOA	MORRIS WALTON	TUE, 9/10/2002	ACTIVE				
EXXON MOBILE-AUTO-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-6390652B4FOV	CAROL WEATHERBY	MON, 9/9/2002	ACTIVE				
SCANDIA-XOL-UW-YR2003	RENEWAL	F9475438-5E1A-461C-9E77-7490652B4F3R	BRENDON BIALYSTOCK	FRI 9/13/2002	PENDING				
AMERICA AIR-AVIATION-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-7390652B4FOE	JOE EMPLOYEE	WED, 9/4/2002	PENDING				
BOEING AVIATION-XOL-UW-YR2003	ENDORSEMENT	F9475438-5E1A-461B-9E77-8390652B4F2T	MELISSA SMALL	TUE, 8/27/2002	PENDING				
PURDENTIAL-PROPERTY-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461A-9E77-2390652B4FTP	JASON KIRK	TUE, 8/27/2002	ACTIVE				
9509	9511	9513	9515	9517	9519	9521	9523	9525	9527
SUMMARY TASKS DOCUMENTS MESSAGES FORMS CALENDAR CONTACTS HISTORY LINKED Q.PROJECTS KEYWORDS									
AMERICAN AIR-AVIATION-XOL-UW-YR2003 ? DUE: TUE 10/1/2002									
<PROJECT TYPE> STATUS: PENDING									
ID:	0000-00000-000005867	COMPANY:	RENRE	ORIG. CURRENCY:	USD				
BROKER:	AON	DIVISION:	REINSURANCE	EPI:	\$150,000				
CEDANT:	CHUBB	INCEPTION DATE:	10/1/2003	SUM INSURED:	\$10,000,000				
INSURED:	AMERICAN AIRLINES	EXPIRY DATE:	9/30/2004	UPPER LIMIT:	\$11,000,000				
U/W YEAR:	2003	TERM:	12 MOS	LOWER LIMIT:	\$1,000,000				
PROD. TYPE:	EXCESS OF LOSS								
PROD. CLASS:	AIRCRAFT/AVIATION (LIABILITY/HULL)								
MY SHORTCUTS									
OTHER SHORTCUTS									
DONE									

9601

Q PROJECTS

FILE TOOLS HELP

TYPE A QUESTION FOR HELP

9503

CREATE LIKE

ADD QNOTE

VIEW HISTORY

INSERT FROM Q KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS?

INVITE INPUT

REQUEST APPROVAL

LINK TO Q PROJECT

Q PROJECT FIND

Q PROJECT FIND

MY Q PROJECTS:

TYPE: ALL TYPES

STATUS: PENDING AND ACTIVE

PROJECT NAME	PROJECT TYPE	PROJECT #	OWNER	LAST MODIFIED	STATUS
NY POST-EO-TTY-UW-YR2003	SUBMISSION	F2475438-5E1A-461R-9E77-8090652B4FOA	MORRIS WALTON	TUE, 9/10/2002	ACTIVE
EXXON MOBILE-AUTO-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-6390652B4FOV	CAROL WEATHERBY	MON, 9/9/2002	ACTIVE
SCANDIA-XOL-UW-YR2003	RENEWAL	F9475438-5E1A-461C-9E77-7490652B4F3R	BRENDON BIALYSTOCK	FRI 9/13/2002	PENDING
AMERICA AIR AVIATION-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-7390652B4FOE	JOE EMPLOYEE	WED, 9/4/2002	PENDING
BOEING AVIATION-XOL-UW-YR2003	ENDORSEMENT	F9475438-5E1A-461B-9E77-8390652B4F2T	MELISSA SMALL	TUE, 8/27/2002	PENDING
PURDENTIAL-PROPERTY-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461A-9E77-2390652B4F7P	JASON KIRK	TUE, 8/27/2002	ACTIVE

SUMMARY

TASKS

DOCUMENTS

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CONTACTS

HISTORY

LINKED Q PROJECTS

KEYWORDS

AMERICAN AIR AVIATION-XOL-UW-YR2003

NEW SUBMISSION

STATUS: PENDING

DUE: TUE 10/1/2002

EDIT

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

FIG. 96

9505

9701

AMERICAN AIR-AVIATION-XOL-UW-YR2003 (CHECKED OUT)

FILE ACTIONS HELP

INVITE INPUT | REQUEST APPROVAL | CAPTURE FORMS DATA | PREVIEW OFFLINE | RESOURCE LIBRARY | CREATE LIKE | ADD Q.NOTE | Q.FIND WITHIN Q.PROJECT

TYPE A QUESTION FOR HELP

AMERICAN AIR-AVIATION-XOL-UW-YR2003 ?

<PROJECT TYPE> DUE: TUE 10/1/2002 STATUS: PENDING

SAVE SUMMARY

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

REDUCTIBLE: \$1,000,000

TASKS | DOCUMENTS | MESSAGES | FORMS | CALENDAR | CONTACTS | HISTORY | LINKED Q.PROJECTS | KEYWORDS

OWNER: JOE EMPLOYEE | EMPLOYEE@RENRE.COM

Full Name	Company	Business Phone	Business Fax	Mobile Phone
JOE EMPLOYEE	RENRE	(408) 555-7891	(408) 555-7892	(408) 555-7893
SABINE POWERS	RENRE	(408) 555-1234	(408) 555-1235	(408) 555-1236
WALTER MATHERS	Y AON	(408) 555-2345	(408) 555-2346	(408) 555-2347
ADRIAN RIVERA	Y CHUBB	(408) 555-3456	(408) 555-3457	(408) 555-3458
CARL SHELBY	RENRE	(408) 555-4567	(408) 555-4568	(408) 555-4569
HAL SMITH	RENRE	(408) 555-5678	(408) 555-5679	(408) 555-5671
PERRY YAO	RENRE	(408) 555-6789	(408) 555-6780	(408) 555-6781

555-REASON CODE DETAIL

ORIG. CURRENCY: USD

WMATHERS@AON.COM

ARIVERA@CHUBB.COM

CSHELBY@RENRE.COM

HSMITH@RENRE.COM

PYAO@RENRE.COM

SAVE SUMMARY

EMAIL PROJECT TEAM | EDIT PROJECT TEAM | LINK OUTLOOK CONTACT | Q.FIND TO LINK CONTACT | NEW CONTACT

9707

9705

FIG. 97

Q.PROJECT <TYPE> RESOURCE LIBRARY									
<Q.PROJECT TYPE>									
DOUBLE CLICK A FILE TO PREVIEW IT. CLICK ADD ITEM TO ADD A FILE. CLICK REMOVE ITEM TO REMOVE A FILE. EDIT AN ITEM BY RIGHT-CLICKING ON THE ITEM AND SELECTING CHECK OUT.									
SHOW: ▼		ALL		DATE RANGE:		ENTIRE RANGE ▼			
				CHECKED OUT BY	DATE MODIFIED ▼	SIZE	TYPE		
	LOREM IPSUM DOLOR SIT AMET			FIRST LASTNAME	MON 6/3/2002 12:00PM	3 KB	TEMPLATE		
	LOREM IPSUM DOLOR SIT AMET			FIRST LASTNAME	FRI 5/31/2002 12:00PM	5 KB	LIBRARY DOCUMENT		
	EPSUM FACTORIAL NON DEPOSIT			FIRST LASTNAME	FRI 5/31/2002 12:00PM	2 KB	TEMPLATE		
	EPSUM FACTORIAL NON DEPOSIT			FIRST LASTNAME	THU 5/30/2002 12:00PM	7 K	TEMPLATE		
	EPSUM FACTORIAL NON DEPOSIT			FIRST LASTNAME	WED 5/29/2002 12:00PM	2.5 MB	TEMPLATE		
	LOREM IPSUM DOLOR SIT AMET			FIRST LASTNAME	MON 3/3/2002 12:00PM	80 KB	LIBRARY DOCUMENT		
	LOREM IPSUM DOLOR SIT AMET			FIRST LASTNAME	FRI 1/31/2002 12:00PM	91 KB	LIBRARY DOCUMENT		

FIG. 98

9901

ADD ITEM TO Q.PROJECT <TYPE> RESOURCE LIBRARY

FIND A FILE TO ADD TO THE <PROJECT TYPE> TEMPLATE

BASIC Q.FIND

FIND USING...

ACTIVITY: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD
SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

INCLUDE: ALL ITEMS

KEYWORD SET: KEYWORD SET USE

ACTIVITY

☒ / SUBROOT
☒ / SUBROOT
☒ / SUBROOT
☒ / SUBROOT

☒ / SUBROOT
☒ / MARKETING
☐ / MARCROM
☒ KEYWORD

LOOK UP KEYWORD: COM LOOK UP

KEYWORD MATCHES FOR "COM"
FINANCIAL SERVICES: COMMERCIAL LENDING
MARKETING: MARCOM
PEOPLE: COMPETITION
STORAGE: COMPRESSION
ADD "COM" TO KEYWORD LIST

Q.FIND

CLEAR ALL

ADVANCED Q.FIND

9903

SHOW: ALL ALL CHECKED OUT BY NAME DATE RANGE: ENTIRE RANGE DATE MODIFIED SIZE

<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7-K
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3 2002 12:00PM	80 KB

TYPE OF RESOURCE ITEM: SELECT... ADD TO RESOURCE LIBRARY CANCEL

9905

FIG. 99

10001

ADD <FILENAME> TO Q-PROJECT <TYPE> RESOURCE LIBRARY

FIND A FILE TO ADD TO THE <PROJECT TYPE> TEMPLATE

BASIC Q-FIND

SHOW: ALL

DATE RANGE: ENTIRE RANGE

CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPO QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB

PREVIEW

Q-FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH
EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM
VENIAM, QUIS NOSTRUD EXERCI TATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA
COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE
MOLESTIE CONSEQUAT. VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET
IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

TYPE OF RESOURCE ITEM: SELECT...

ADD TO RESOURCE LIBRARY CANCEL

10003

10005

FIG. 100

10101

10103

10105

AMERICAN AIR-AVIATION-XOL-JW-YR2003 (READ ONLY)

FILE ACTIONS HELP

TYPE A QUESTION FOR HELP

INVITE INPUT

REQUEST APPROVAL

CAPTURE FORMS DATA

PREVIEW OFFLINE

RESOURCE LIBRARY

CREATE LIKE

ADD Q.NOTE

Q.FIND WITHIN Q.PROJECT

EDIT SUMMARY

AMERICAN AIR-AVIATION-XOL-JW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

UW YEAR: 2003

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

TASKS

DOCUMENTS

MESSAGES

FORMS

CALENDAR

CONTACTS

HISTORY

LINKED Q.PROJECTS

KEYWORDS

CREATED: MONDAY, JUNE 03, 2002, 9:28:33 PM

MODIFIED: MONDAY, JUNE 03, 2002, 11:45:15 PM

ACTIVITY: SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD

FIG. 101

10201

Q.PROJECT FIND - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE LIKE

ADD Q.NOTE

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

SUBMIT

PREVIEW OF

BACK

Q.PROJECTS

ADDRESS

10207

10215

10217

GO

10209

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

Q.PROJECT FIND

SELECT Q.PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

FIND USING

10213

LOOK UP KEYWORD

COM

LOOK UP

10203

MY Q.PROJECTS

Q.PROJECT FIND

CLEAR ALL

ACTIVITY: SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE:

10203

KEYWORD MATCHES FOR 'COM'

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD 'COM' TO KEYWORD LIST

TYPE: ALL TYPES

DATE RANGE: ENTIRE RANGE

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

SEND/RECEIVE STATUS 0%

10205

FIG. 102

Q PROJECT FIND - MICROSOFT INTERNET EXPLORER

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

CREATE LIKE

ADD Q.NOTE

REPLY

REPLY TO ALL

FORWARD

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

SEND/RECEIVE

VIEW ATTACHMENTS

REQUEST APPROVAL

LINK TO Q.PROJECT

PREVIEW OF

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

TYPE A CONTACT TO FIND

GO

GO

Q PROJECTS

Q PROJECT FIND

SELECT Q.PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

MY Q PROJECTS

Q.PROJECT FIND

CLEAR ALL

PROJECT PROPERTIES TO SEARCH BY:

10305

PROJECT NAME:

10307

PROJECT TEAM INCLUDES:

TEAM MEMEBER:

PROJECT OWNER:

FIND ONLY Q.PROJECTS FOR WHICH I AM AN OWNER OR MEMBER.

STATUS:

PENDING AND ACTIVE

TYPE:

ALL TYPES

DATE RANGE:

ENTIRE RANGE

PROJECT TYPE

PROJECT #

OWNER

LAST MODIFIED

STATUS

10309

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

FIG. 103

Q.PROJECT FIND

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE LIKE

ADD Q.NOTE

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS?

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

SUBMIT

PREVIEW OF

BACK

Q.PROJECTS

ADDRESS

INSERT FILE LOCATION

GO

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

Q.PROJECT FIND

SELECT Q.PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

SEARCH BY:

DATE LAST MODIFIED

DATE Q.FILED

DATE COMPLETED

DATE DUE

DATE RANGE:

ENTIRE RANGE

FROM:

7/24/2002

THROUGH:

TODAY

DATE RANGE:

ENTIRE RANGE

TYPE:

ALL TYPES

DATE RANGE:

ENTIRE RANGE

PROJECT NAME

PROJECT TYPE

PROJECT #

SEARCH BY:

DATE LAST MODIFIED

DATE Q.FILED

DATE COMPLETED

DATE DUE

DATE RANGE:

ENTIRE RANGE

FROM:

7/24/2002

THROUGH:

TODAY

DATE RANGE:

ENTIRE RANGE

TYPE:

ALL TYPES

DATE RANGE:

ENTIRE RANGE

PROJECT NAME

PROJECT TYPE

PROJECT #

MY Q.PROJECTS

Q.PROJECT FIND

CLEAR ALL

DATE RANGE:

ENTIRE RANGE

FROM:

7/24/2002

THROUGH:

TODAY

DATE RANGE:

ENTIRE RANGE

TYPE:

ALL TYPES

DATE RANGE:

ENTIRE RANGE

PROJECT NAME

PROJECT TYPE

PROJECT #

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

SEND/RECEIVE STATUS 0%

FIG. 104

Q PROJECT FIND - MICROSOFT OUTLOOK									
FILE	EDIT	VIEWS	FAVORITES	TOOLS	ACTIONS	HELP			
	NEW ▾		REPLY TO ALL		FORWARD		SEND/RECEIVE		FIND
	CREATE LIKE ▾		ADD Q NOTE		VIEW HISTORY		INSERT FROM Q KNOW		CAPTURE FORMS DATA
	BACK ⇐		Q PROJECTS		ADDRESS		< INSERT FILE LOCATION >		GO
Q KNOW SHORTCUTS									
		OUTLOOK TODAY							
		INBOX							
		Q KNOW ITEMS							
		Q PROJECTS							
		CALENDAR							
		CONTACTS							
		TASKS							
		NOTES							
		DELETED ITEMS							
MY SHORTCUTS									
OTHER SHORTCUTS									
DONE									

TYPE A QUESTION FOR HELP ▾									
TYPE A CONTACT TO FIND ▾ ?									
PREVIEW OF ▸									
KEYWORDS PROJECT PROPERTIES DATES									
MY Q PROJECTS									

TYPE: [ALL TYPES ▾]	DATE RANGE: [ENTIRE RANGE ▾] ~ 10509	PROJECT #	OWNER	LAST MODIFIED ▾	STATUS
NY POST-EO-TTY-JW-YR2003	SUBMISSION	F2475438-5E1A-461D-9E77-8090652B4FOA	MORRIS WALTON	TUE, 9/10/2002	ACTIVE
EXXON MOBILE-AUTO-XOL-JW-YR2003	SUBMISSION	P9475438-5E1A-461D-9E77-6390652B4FOV	CAROL WEATHERBY	MON, 9/9/2002	ACTIVE
SCANDIA-XOL-JW-YR2003	RENEWAL	P9475438-5E1A-461C-9E77-7490652B4F3R	BRENDON BIALYSTOCK	FRI 9/13/2002	PENDING
AMERICA-AIR-AVIATION-XOL-JW-YR2003	SUBMISSION	P9475438-5E1A-461D-9E77-7390652B4FOE	JOE EMPLOYEE	WED, 9/4/2002	PENDING
BOEING AVIATION-XOL-JW-YR2003	ENDORSEMENT	P9475438-5E1A-461B-9E77-8390652B4F2T	MELISSA SMALL	TUE, 8/27/2002	PENDING
PURDENTAL-PROPERTY-XOL-JW-YR2003	SUBMISSION	P9475438-5E1A-461A-9E77-2390652B4F7P	JASON KIRK	TUE, 8/27/2002	ACTIVE

SUMMARY	TASKS	DOCUMENTS	FORMS	CALENDAR	CONTACTS	HISTORY	LINKED Q PROJECTS	KEYWORDS
AMERICAN AIR-AVIATION-XOL-JW-YR2003 ?								
NEW SUBMISSION								
ID:	0000-00000-00005867	COMPANY:	RENRE	ORIG. CURRENCY:	USD	EPI:	\$150,000	
BROKER:	AON	DIVISION:	REINSURANCE	SUM INSURED:	\$10,000,000	UPPER LIMIT:	\$11,000,000	
CEDANT:	CHUBB	INCEPTION DATE:	10/1/2003	LOWER LIMIT:	\$1,000,000	DEDUCTIBLE:	\$1,000,000	
INSURED:	AMERICAN AIRLINES	EXPIRY DATE:	9/30/2004					
U/W YEAR:	2003	TERM:	12 MOS					
PROD. TYPE: EXCESS OF LOSS								
PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)								

SEND/RECEIVE STATUS 0%	
-------------------------------	--

FIG. 105

10601

LINK TO Q.PROJECT

TO LINK AN EXISTING <OUTLOOK ITEM> TO THE Q.PROJECT, SELECT KEYWORDS TO SEARCH BY.

BASIC Q.FIND

FIND USING... ?

ACTIVITY: SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD
SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD
SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

INCLUDE: CONTACTS ONLY

SELECT SET

☒ ACTIVITY
☒ / SUBROOT
☒ / SUBROOT
☒ / SUBROOT

☒ / SUBROOT
☒ / MARKETING
☐ / MARCROM
☐ KEYWORD

LOOK UP KEYWORD: COM

LOOK UP

KEYWORD MATCHES FOR "COM"
FINANCIAL SERVICES: COMMERCIAL LENDING
MARKETING: MARCOM
PEOPLE: COMPETITION
STORAGE: COMPRESSION
ADD "COM" TO KEYWORD LIST

Q.FIND

CLEAR ALL

ADVANCED Q.FIND

10603

SHOW: ALL

DATE RANGE: ENTIRE RANGE

0	FULL NAME	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL
<input checked="" type="checkbox"/>	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1212	(703) 555-1220	(703) 555-1227	NAME@COMPANY.COM
<input checked="" type="checkbox"/>	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1213	(703) 555-1221	(703) 555-1228	NAME@COMPANY.COM
<input checked="" type="checkbox"/>	FIRST LASTNAME	COMPANY NAME	(703) 555-1214	(703) 555-1222	(703) 555-1229	NAME@COMPANY.COM
<input checked="" type="checkbox"/>	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1215	(703) 555-1223	(703) 555-1230	NAME@COMPANY.COM
<input checked="" type="checkbox"/>	FIRST LASTNAME	COMPANY NAME	(703) 555-1216	(703) 555-1224	(703) 555-1231	NAME@COMPANY.COM
<input checked="" type="checkbox"/>	FIRST LASTNAME	COMPANY NAME	(703) 555-1217	(703) 555-1225	(703) 555-1232	NAME@COMPANY.COM
<input checked="" type="checkbox"/>	FIRST LASTNAME	COMPANY NAME	(703) 555-1218	(703) 555-1226	(703) 555-1233	NAME@COMPANY.COM
<input checked="" type="checkbox"/>	FIRST LASTNAME	COMPANY NAME	(703) 555-1219	(703) 555-1227	(703) 555-1234	NAME@COMPANY.COM

LINK TO Q.PROJECT

CANCEL

10607

10605

FIG. 106

10701

LINK TO Q PROJECT

TO LINK AN EXISTING <OUTLOOK ITEM> TO THE Q PROJECT, SELECT KEYWORDS TO SEARCH BY.

BASIC Q.FIND

SHOW: ALL

DATE RANGE: ENTIRE RANGE

0	FULL NAME	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1212	(703) 555-1220	(703) 555-1227	NAME@COMPANY.COM
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1213	(703) 555-1221	(703) 555-1228	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1214	(703) 555-1222	(703) 555-1229	NAME@COMPANY.COM
	FIRST LASTNAME	Y COMPANY NAME	(703) 555-1215	(703) 555-1223	(703) 555-1230	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1216	(703) 555-1224	(703) 555-1231	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1217	(703) 555-1225	(703) 555-1232	NAME@COMPANY.COM
	FIRST LASTNAME	COMPANY NAME	(703) 555-1218	(703) 555-1226	(703) 555-1233	NAME@COMPANY.COM

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

<Q.KNOW FILING MESSAGE>

FILING SUMMARY

LINKED Q.PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINK TO Q.PROJECT

CANCEL

10605

FIG. 107

10607

10801
10805
10803a
10803b

7

CLEAR SUMMARY

SELECT KEYWORDS FROM LINKED Q.PROJECT KEYWORDS
10801

CURRENT KEYWORD SUMMARY FOR <INSERT ITEM NAME>: ②

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 PRODUCT: SUBROOT: KEYWORD,
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINKED Q.PROJECTS
Q.PROJECT KEYWORDS

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

LINKED Q.PROJECTS
Q.PROJECT KEYWORDS

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

LINKED Q.PROJECTS
Q.PROJECT KEYWORDS

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

LINKED Q.PROJECTS
Q.PROJECT KEYWORDS

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

LINKED Q.PROJECTS
Q.PROJECT KEYWORDS

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS>
10805

<PROJECT NAME>
10805

<PROJECT TYPE>
10805

<PROJECT ID>
10805

<DATE MODIFIED?>
10805

<STATUS></

FIG. 108

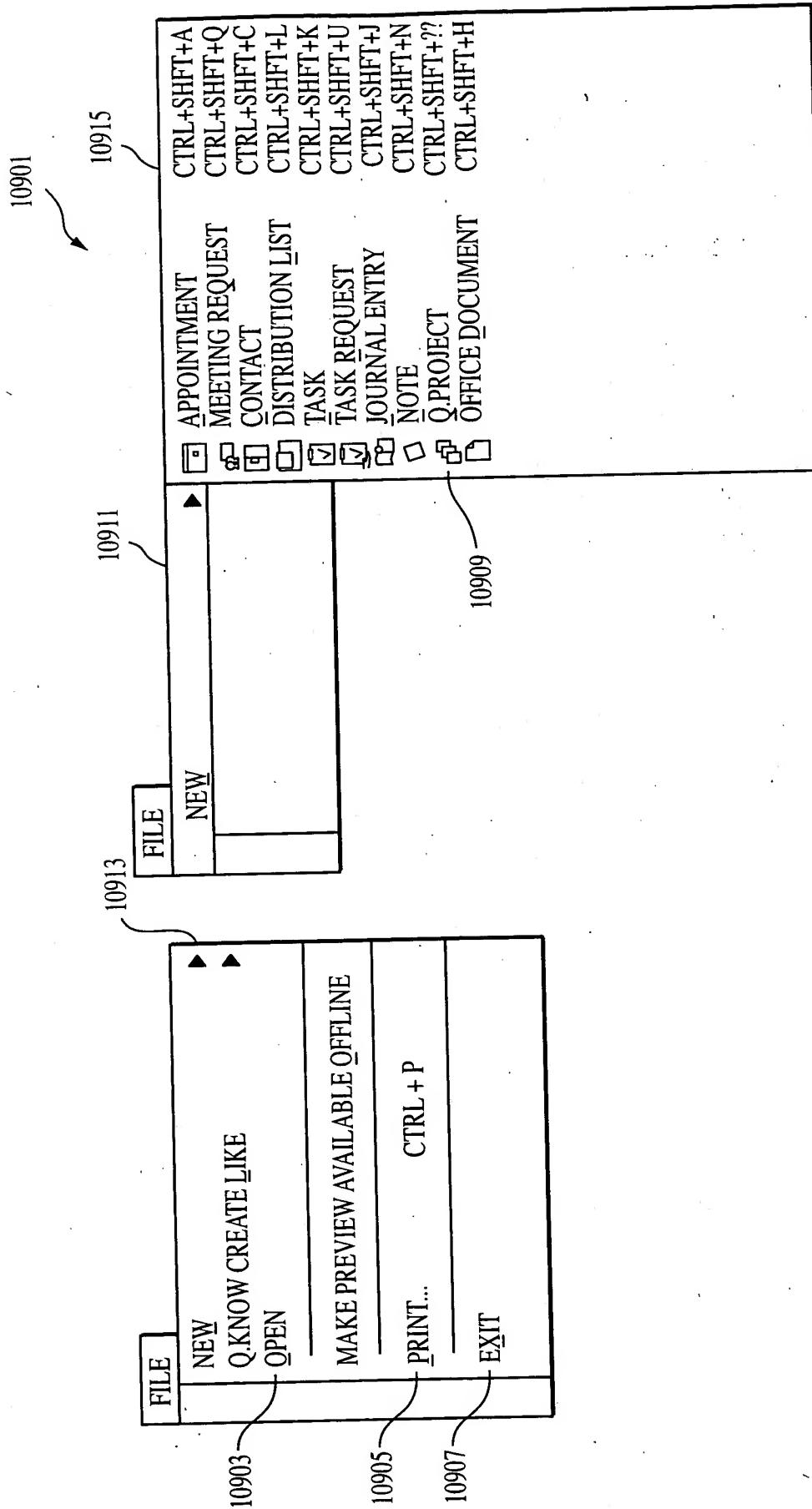


FIG. 109

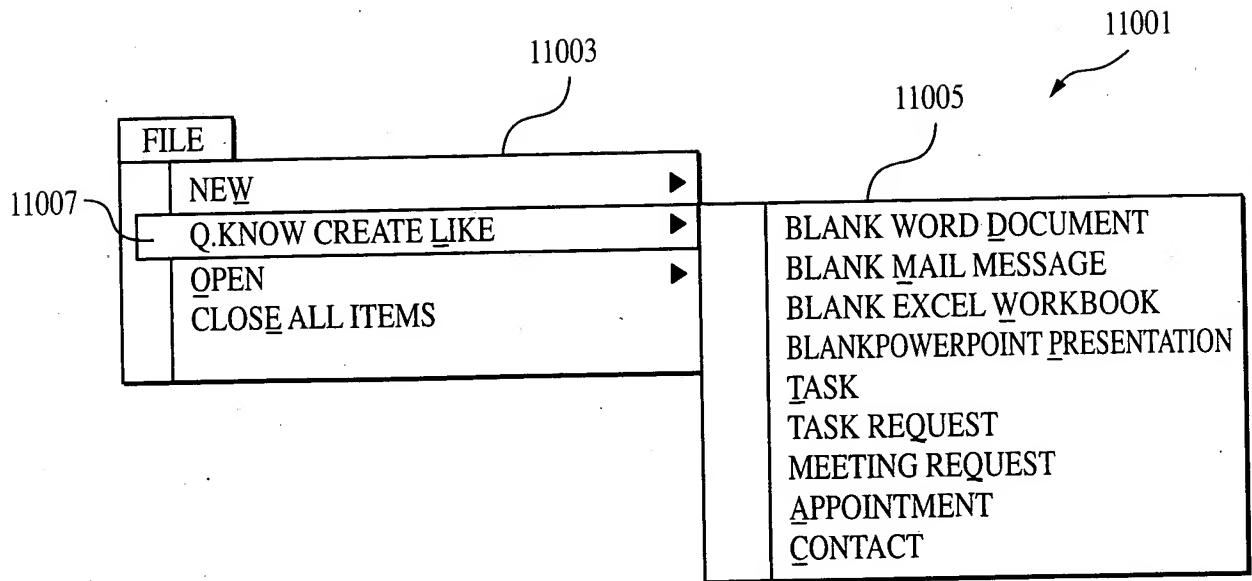


FIG. 110

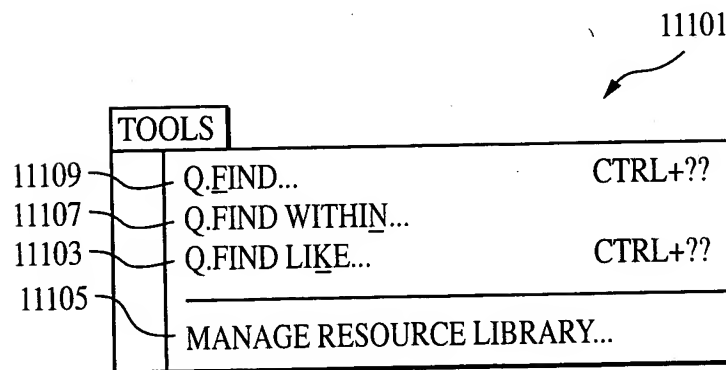


FIG. 111

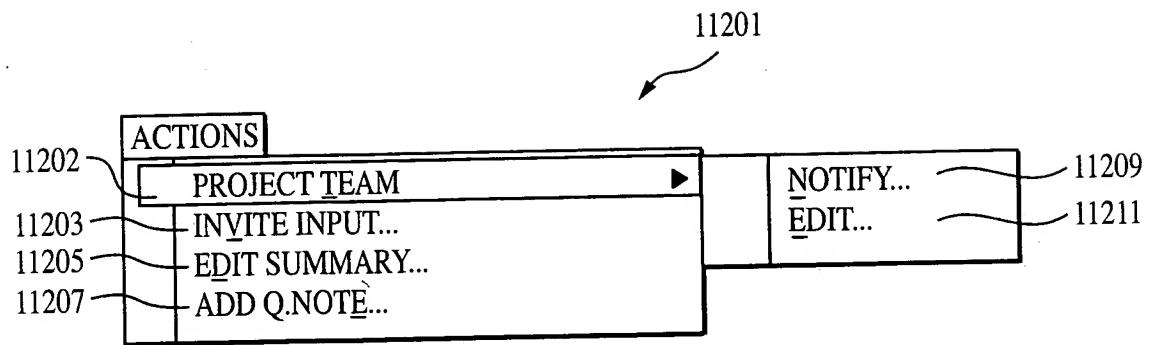


FIG. 112

11301

11305 OPEN Q.KNOW ITEM - MS EXCEL

11306 LOOK FOR ITEMS IN: ☒ Q.KNOW SERVER ☐ MY Q.KNOW WORKING FOLDER ☐ MY RECENTLY Q.FILED ITEMS

11309 ADVANCED Q.FIND ☒ ☐ SELECT Q.SET 11311

11307

11313

INCLUDE: ☐ MS OUTLOOK ITEMS ☐ MS OUTLOOK TASKS ☒ MS OFFICE DOCUMENTS ☐ Q.PROJECTS ☐ OTHERS

☒ EXCEL ☐ POWERPOINT ☐ WORD

FIND THIS TEXT:

WITHIN ITEM NAME:

WITHIN ITEM:

SHOW:

FIG. 113

11401

11409

11405

11407

11403

11401

OPEN Q.KNOW ITEM - MS EXCEL

LOOK FOR ITEMS IN: ☐ Q.KNOW/SERVER ☒ MY Q.KNOW WORKING FOLDER ☐ MY RECENTLY Q.FILED ITEMS

SHOW:

Q.	Q.	CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	Q	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES	THU 5/30/2002 12:00 PM	7K
<input checked="" type="checkbox"/>	Q	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES	WED 5/29/2002 12:00 PM	2.5 MB

FILE NAME:

FIG. 114

11509

11505

11507

11503

11501

OPEN Q.KNOW ITEM - MS EXCEL

LOOK FOR ITEMS IN: ☐ Q.KNOW/SERVER ☐ MY Q.KNOW WORKING FOLDER ☒ MY RECENTLY Q.FILED ITEMS

SHOW: ☐ MS EXCEL ONLY ☐ DATE RANGE: LAST 30 DAYS

Q.	Q.	CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	Q	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO	THU 5/30/2002 12:00 PM	7K
<input checked="" type="checkbox"/>	Q	FIRST LASTNAME	EPSUM FACTORIAL NON	WED 5/29/2002 12:00 PM	2.5 MB
<input checked="" type="checkbox"/>	Q	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO	FRI 1/31/2002 12:00 PM	3 KB
<input checked="" type="checkbox"/>	Q	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID	FRI 1/31/2002 12:00 PM	5 KB

FILE NAME:

OPEN

CANCEL

FIG. 115

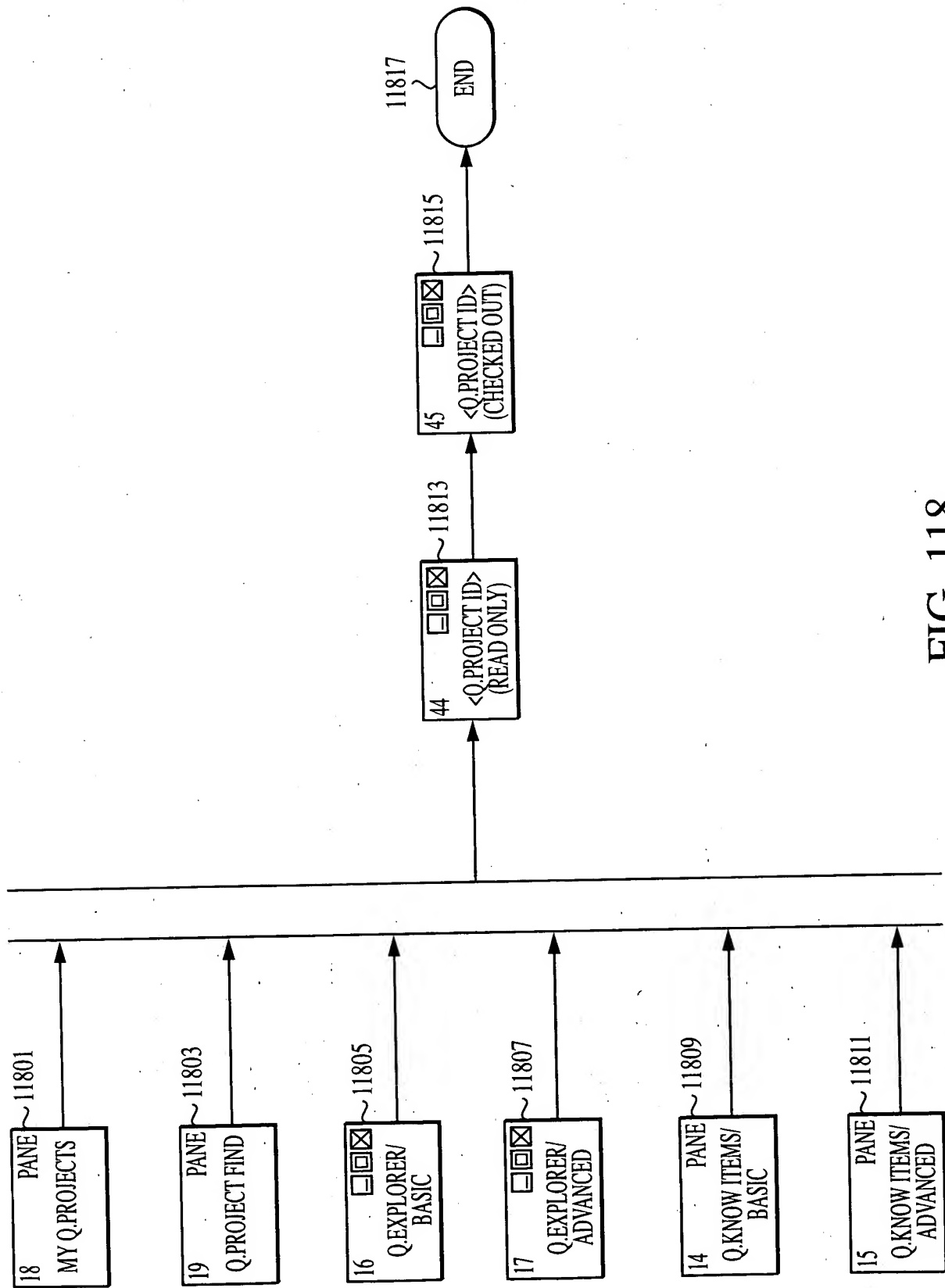


FIG. 118

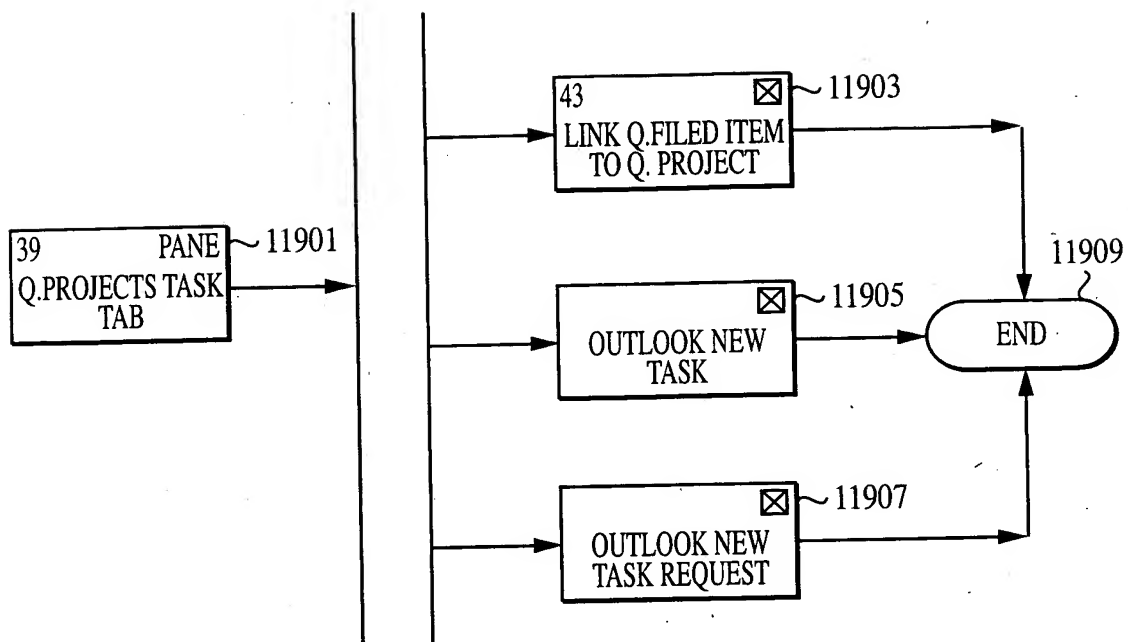


FIG. 119

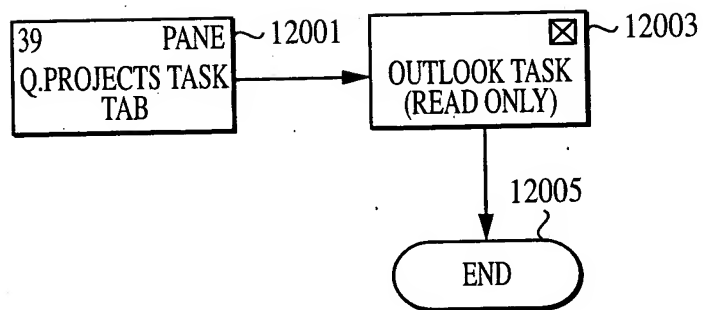


FIG. 120

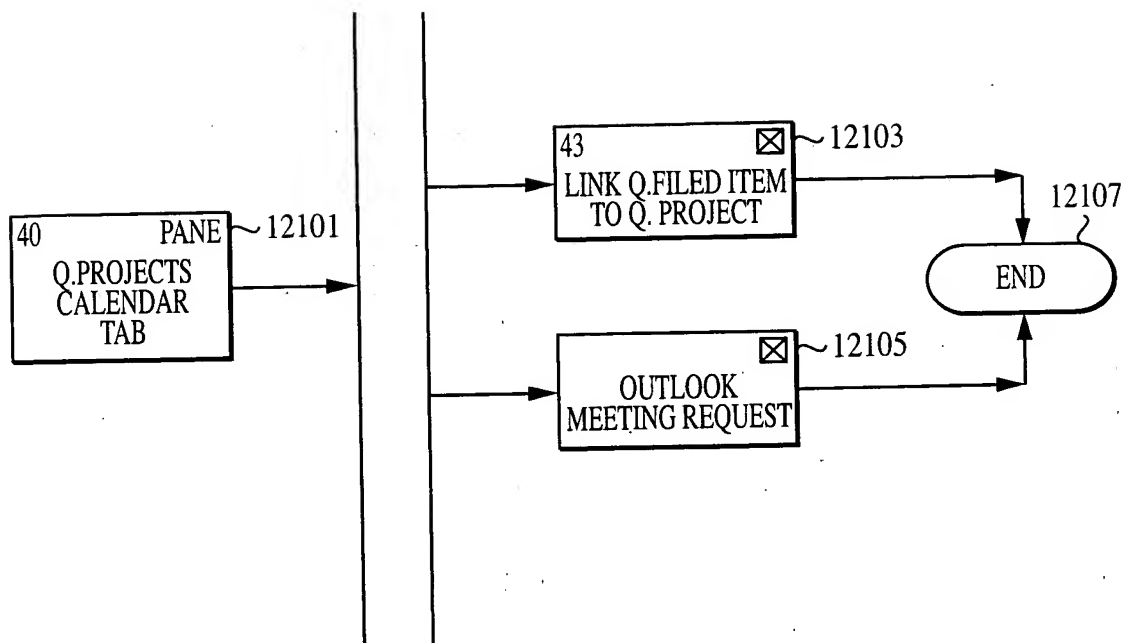


FIG. 121

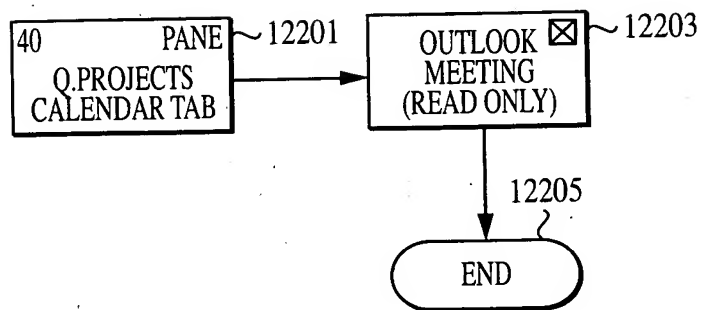


FIG. 122

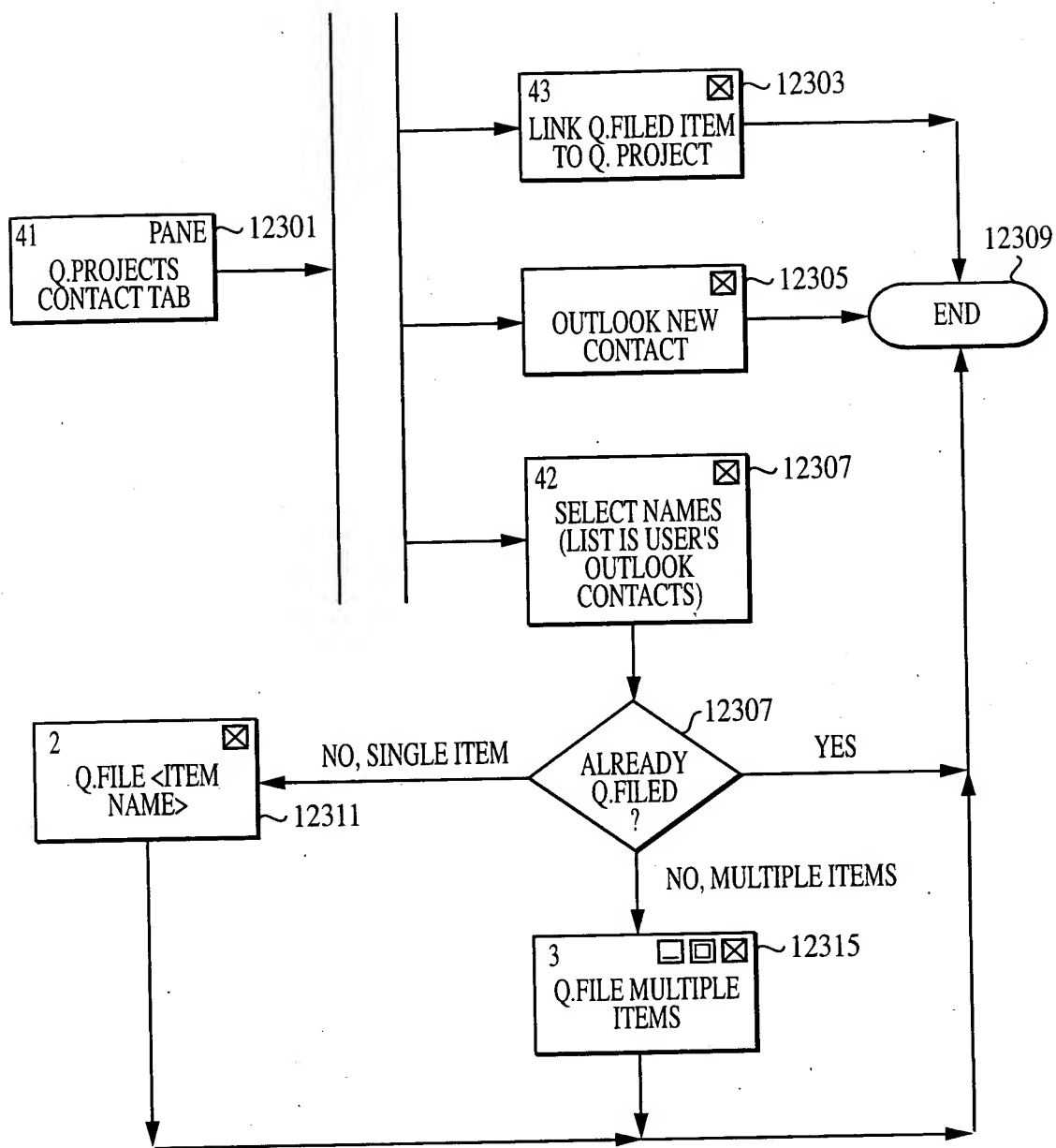


FIG. 123

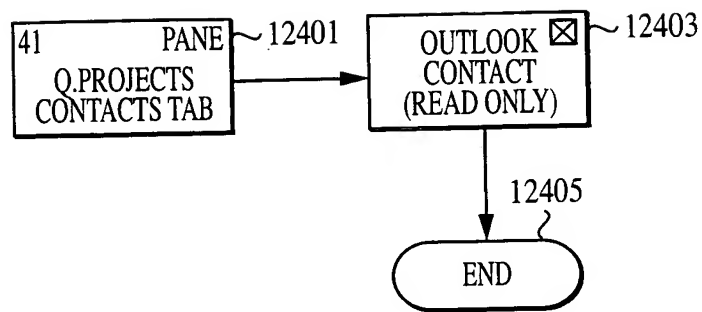


FIG. 124

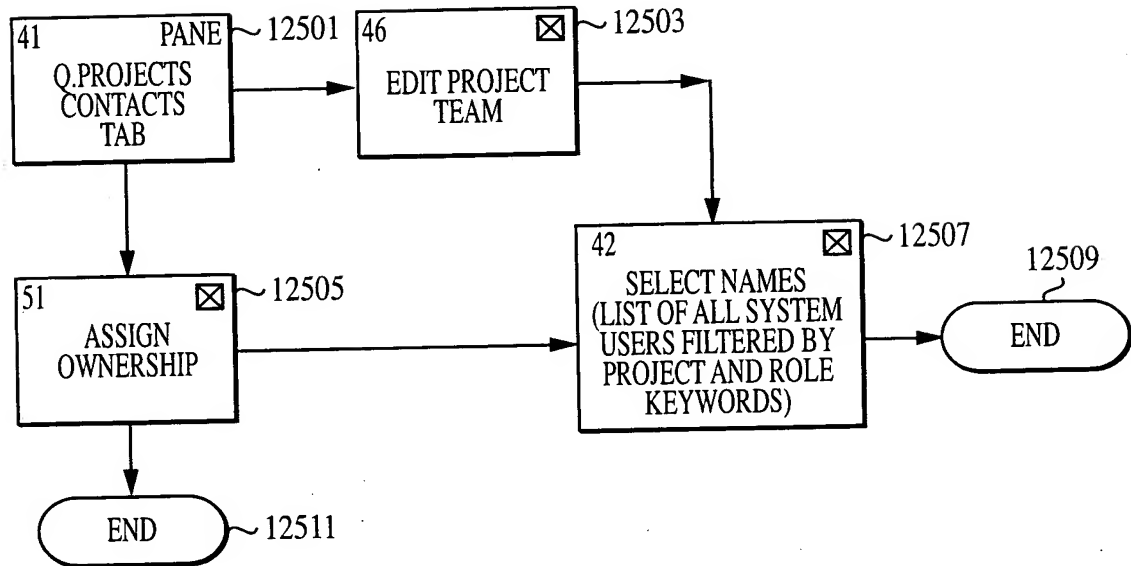


FIG. 125

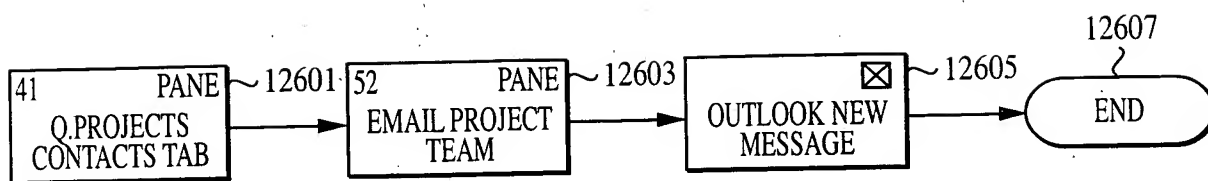


FIG. 126

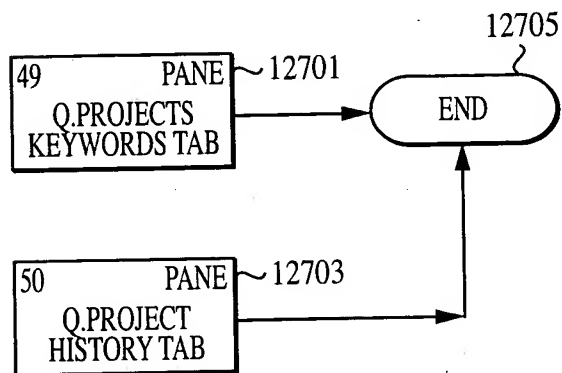


FIG. 127

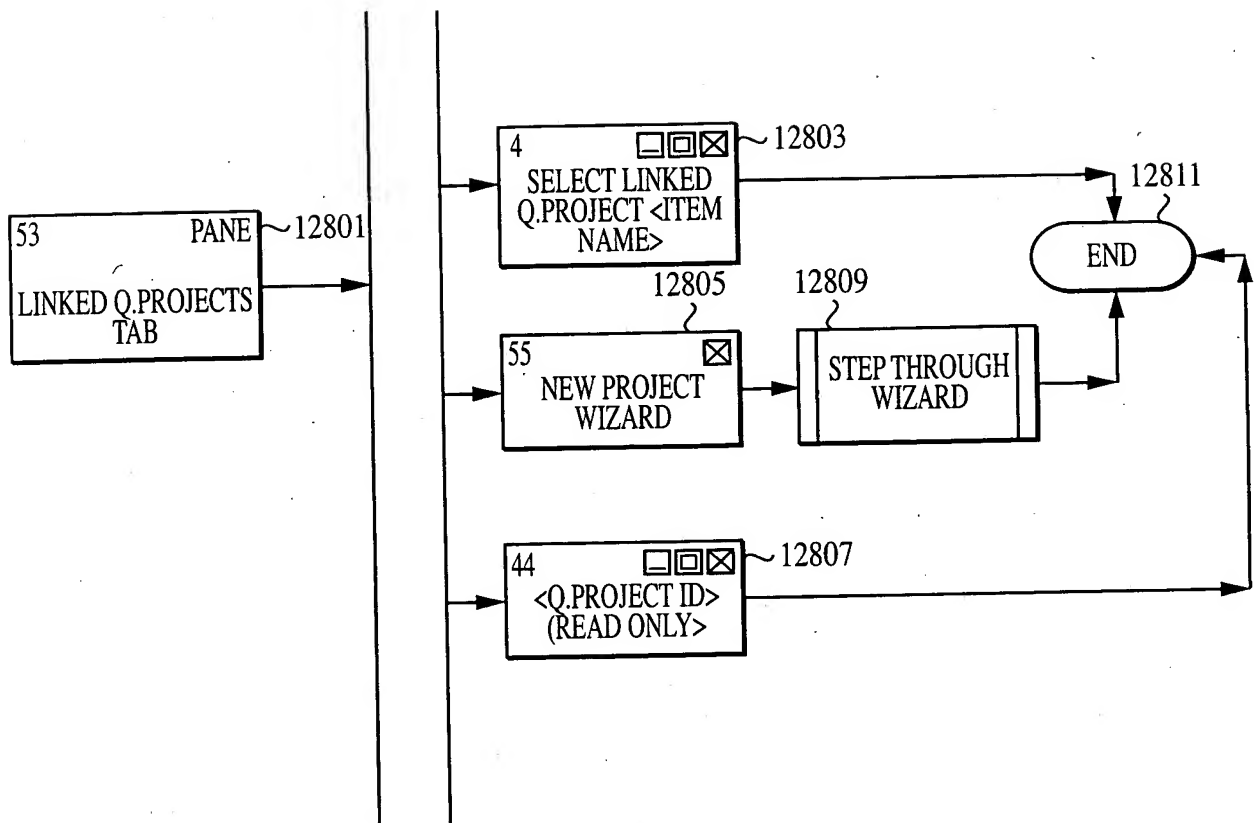


FIG. 128

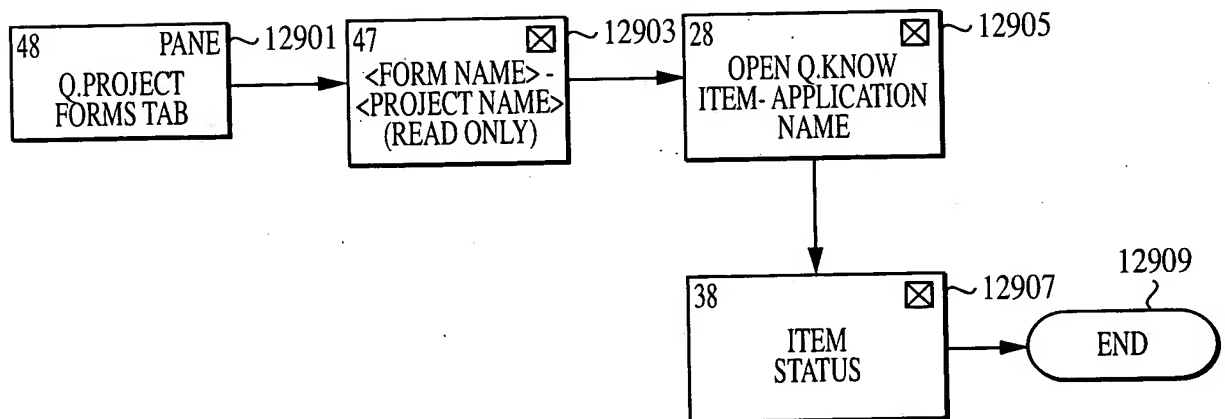


FIG. 129

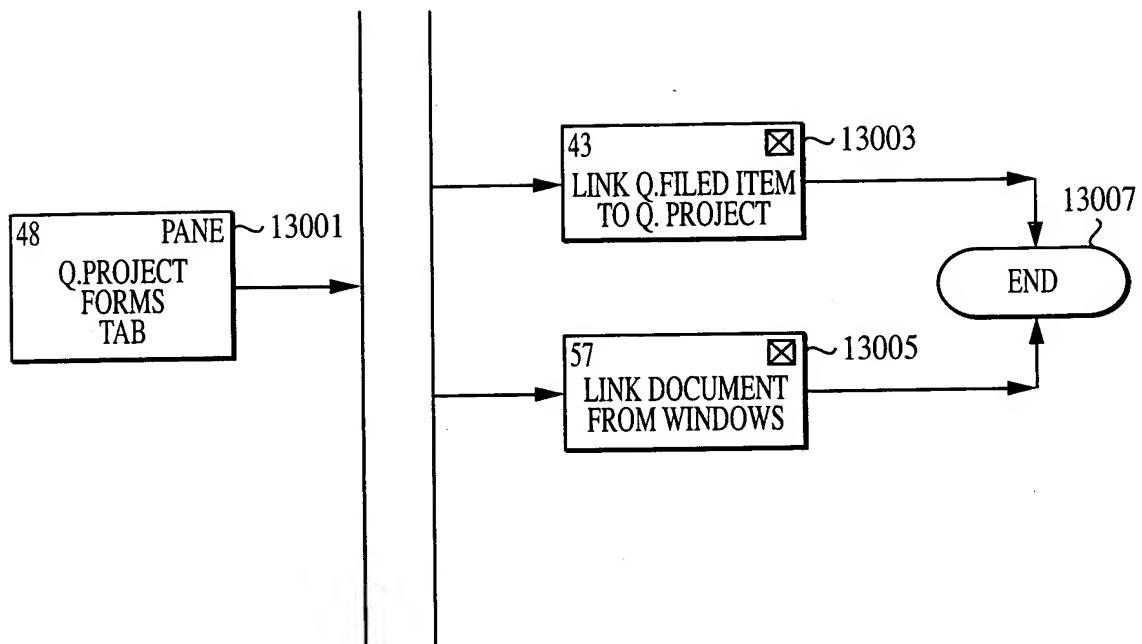


FIG. 130

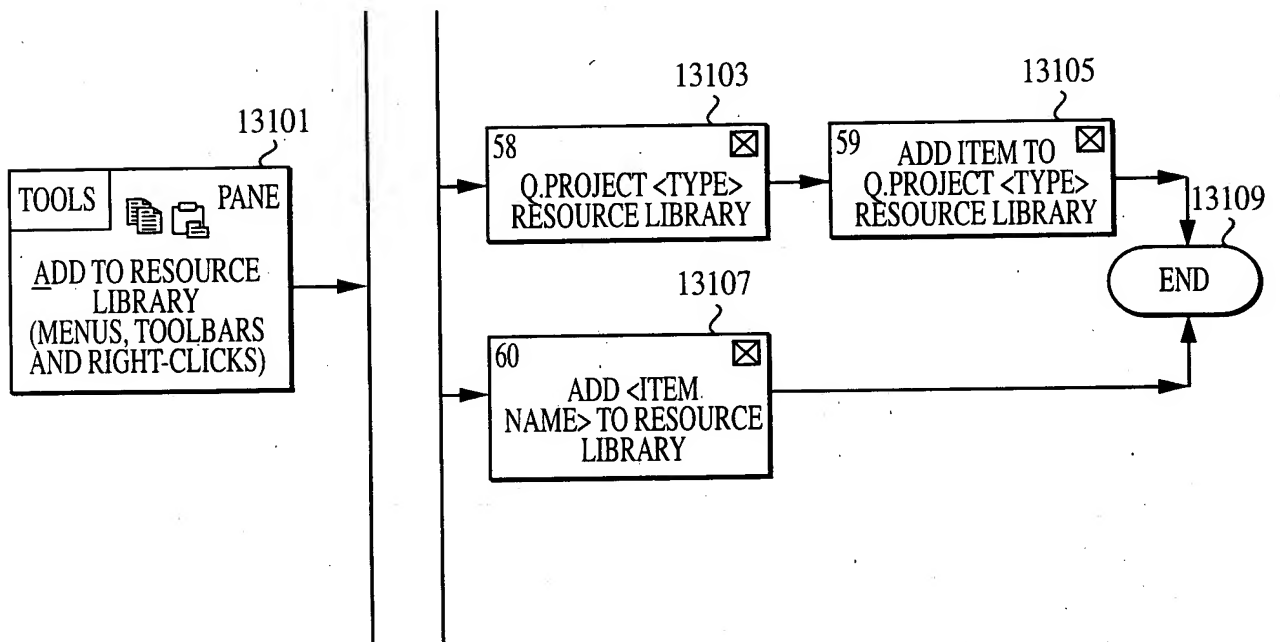


FIG. 131

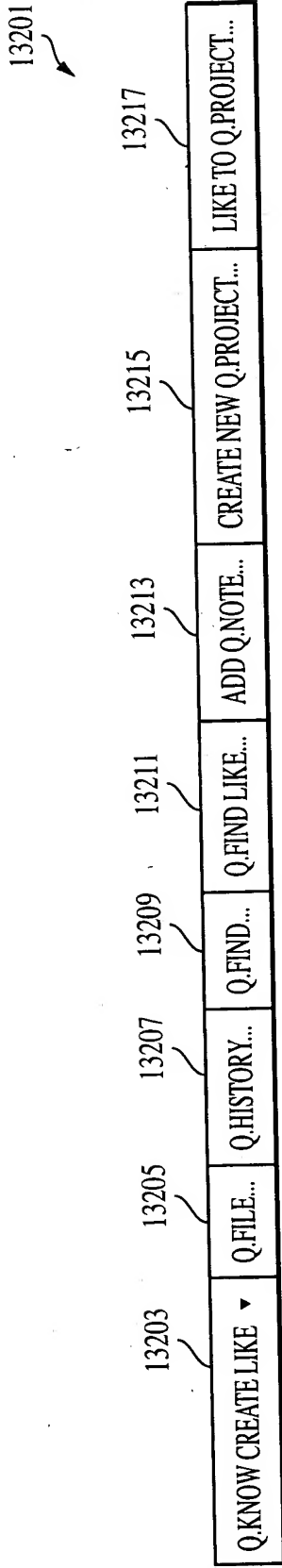


FIG. 132

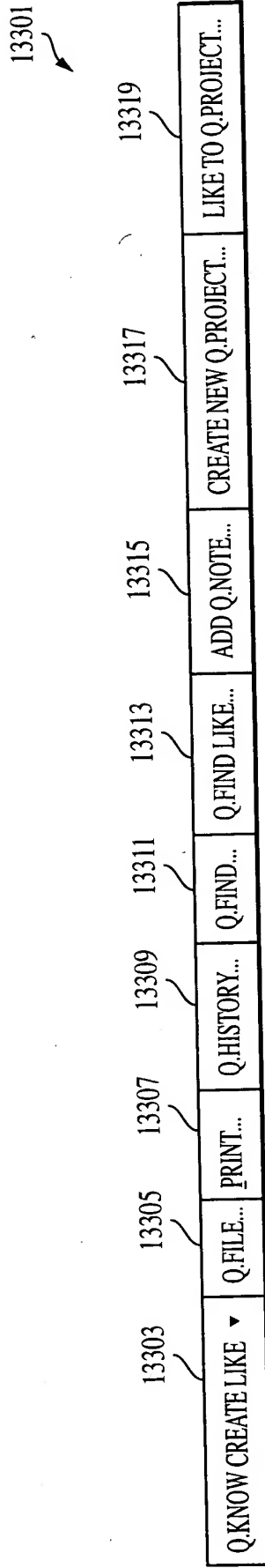


FIG. 133

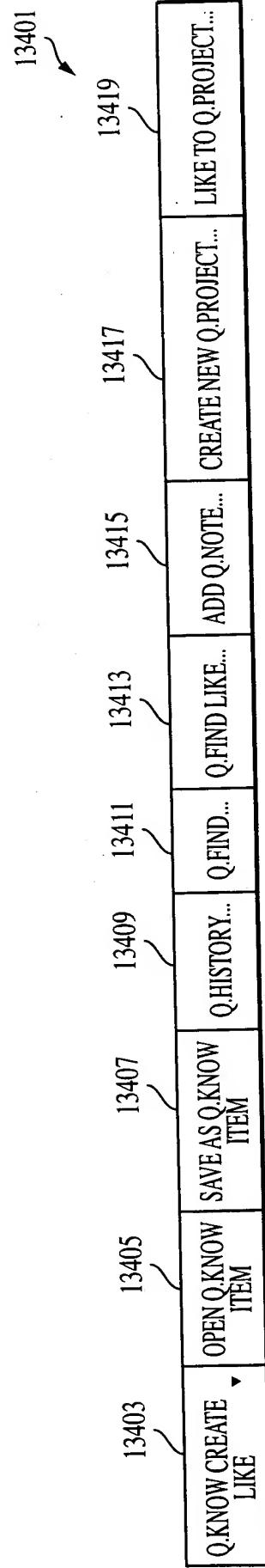


FIG. 134

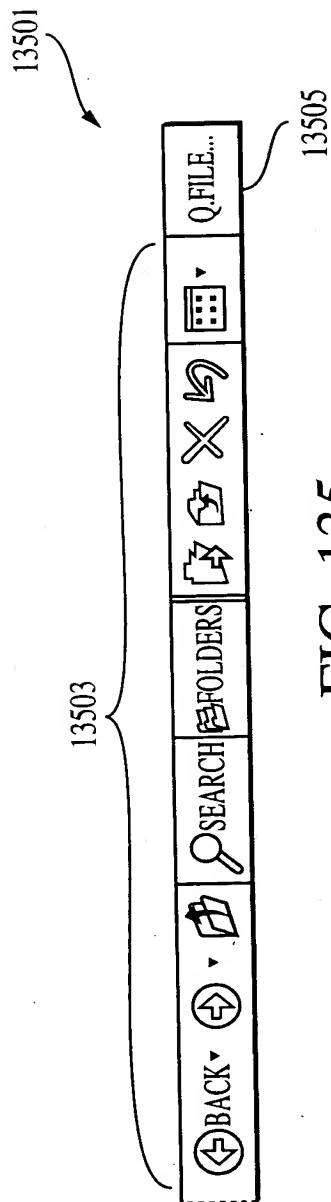


FIG. 135

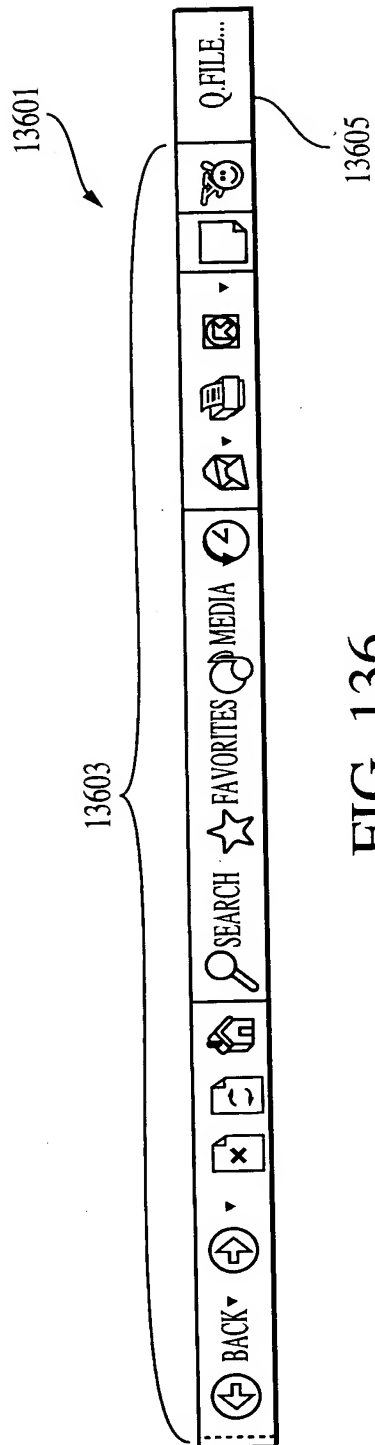


FIG. 136

FIG. 137 is a graphical user interface window. The title bar contains a question mark icon, the text 'ITEM STATUS', and a close button (X). Below the title bar is a text input field labeled 'ITEM'. The main area contains a table with three columns: 'ITEM NAME', 'ACTION', and 'STATUS'. The first row of the table has a checkbox icon in the 'ITEM NAME' column, followed by the text 'ITEM NAME', 'ACTION TYPE', and 'STATUS'. A 'CLOSE' button is located at the bottom right of the window. Reference numerals 13701, 13703, 13705, 13707, and 13709 point to the title bar, the table area, the 'ACTION' column, the 'ACTION TYPE' text, and the 'ITEM NAME' column header, respectively.

ITEM NAME	ACTION	STATUS
<input checked="" type="checkbox"/> ITEM NAME	ACTION TYPE	STATUS

CLOSE

FIG. 137

FIG. 138 is a graphical user interface window. The title bar contains a question mark icon, the text 'ITEM STATUS', and a close button (X). Below the title bar is a text input field labeled 'ITEM'. The main area contains a table with two columns: 'RETRY' and 'CANCEL'. A 'RETRY' button is located at the bottom left of the window. Reference numerals 13801 and 13803 point to the title bar and the 'RETRY' button, respectively.

RETRY	CANCEL

RETRY

FIG. 138

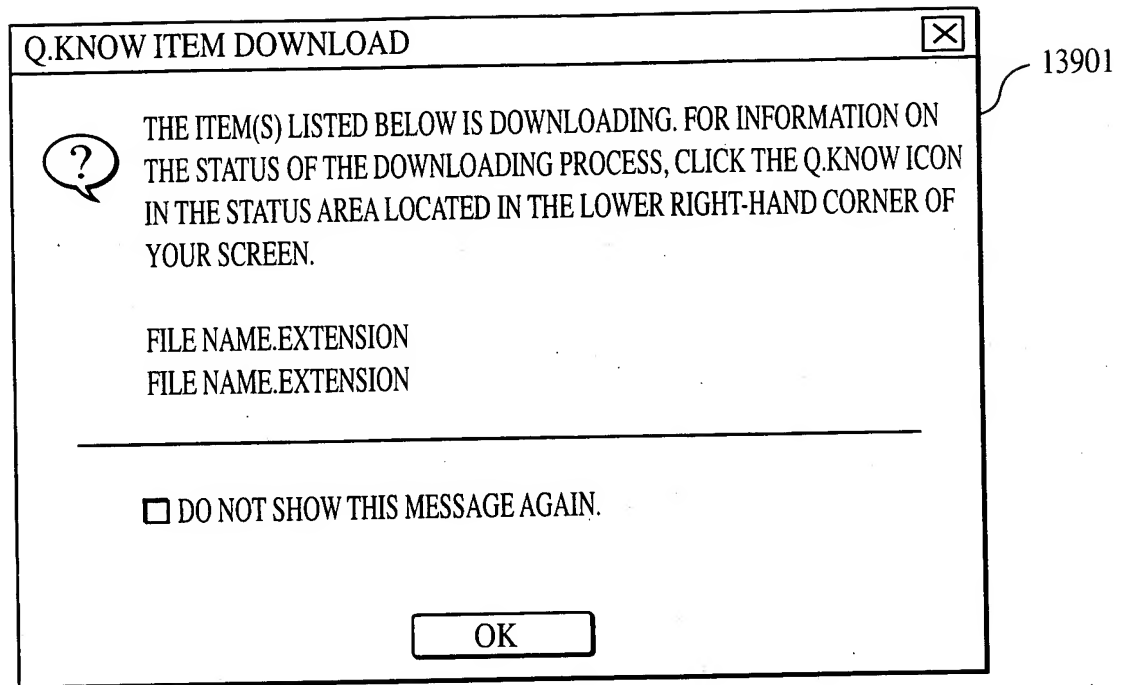


FIG. 139

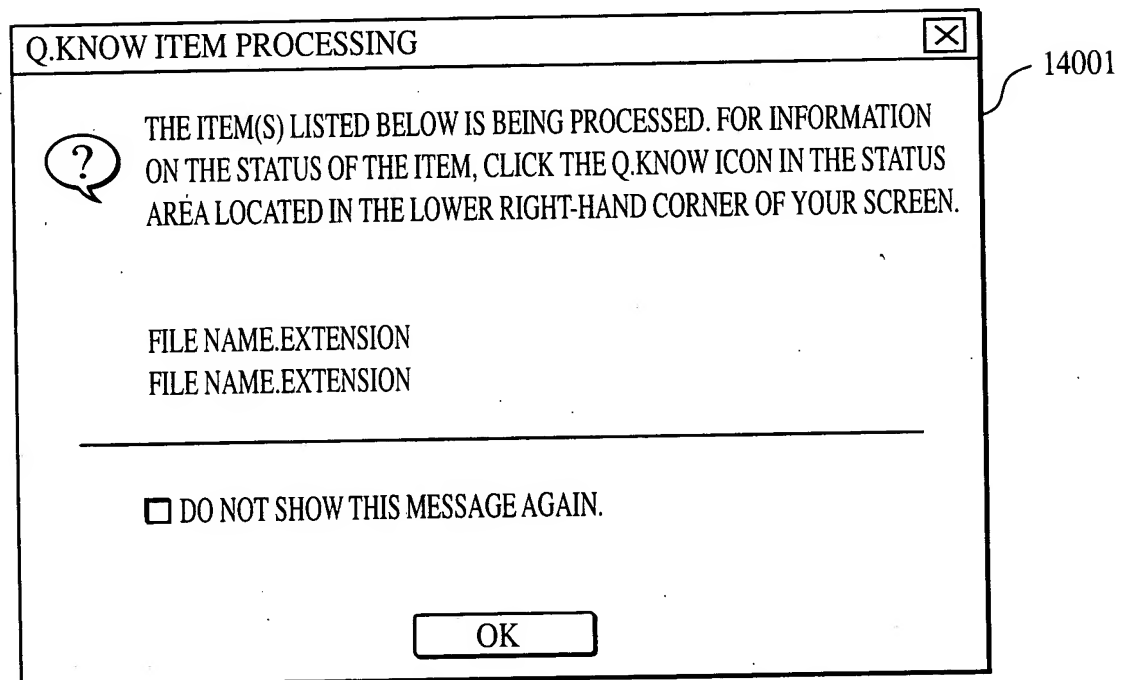


FIG. 140

□ ACROSSWORKS MICROSOFT OUTLOOK

OUTLOOK: DELETED ITEMS									
BACK	ADDRESS	RELATIONSHIPS	INBOX	PROJECTS	TASKS	CONTACTS	CALENDAR	RESULTS	
14105 14107 14109		VIEWS	Q KNOW	Q FROM	SUBJECT	RECEIVED	SIZE	PROJEC.	VE.
14115		FAVORITES	Q GREG@AON.COM	Q GREG@AON.COM	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	MON 7/1/2002 10:48 AM	30 KB	CIGNA...	CIGNA UND...
14103		ROOTS	Q GREG@AON.COM	Q GREG@AON.COM	CIGNA - PROPERTY - XL 2001 COVER	WED 6/26/2002 1:42 PM	30 KB	CIGNA...	CIGNA
CLEAR ALL		14115	Q DAVE (DAVE@AON.COM)	Q DAVE (DAVE@AON.COM)	CIGNA BURLGARY AND THEFT TTY XL-2002	TUE 6/25/2002 5:05 PM	30 KB	CIGNA...	CIGNA
FIND		14103	Q ROY@AON.COM	Q ROY@AON.COM	PURDENTIAL - AMERICAN AIRLINES FAC COVER	MON 4/22/2002 9:03 AM	30 KB	TESTY9...	CHUBB CLAIMS
FILE			Q ROBERT@WILLIS.COM	Q ROBERT@WILLIS.COM	GLOBAL EXCESS - ACCIDENT & HEALTH TTY PR...	MON 4/22/2002 8:26 AM	30 KB	WILDM...	ACCE... CLAIMS
BROKE			Q GREG@AON.COM	Q GREG@AON.COM	CIGNA - PROPERTY TTY - PR 2000	WED 4/17/2002 9:41 AM	30 KB		
AON			Q ROY@AON.COM	Q ROY@AON.COM	PRUDENTIAL - AVIATION XOL COVER	WED 4/17/2002 8:49 AM	30 KB		
COLLAPSE ALL									
GUY MAKE FAVORITE									
US MAKE VIEW									
WIL SWITCH TREE MODE									
CEDANTS									
EMPLOYEES									
INSURED									
INVESTORS									
PARTNERS									
REGULATORS									
VENDORS									
PLACES									
PEOPLE									
BROKERS.AON									
14111									

FIG. 141

FIG. 142A

FIG. 142B

14201

FIG. 142

FIG. 142A

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK:DELETED ITEMSOKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

ACTIVITIES PEOPLE BROKERS AONI GUY CARPENTER US&G WILLIS FABER CEDANTS EMPLOYEES INSURED INVESTORS PARTNERS REGULATORS VENDORS PLACES

14205

14203

TYPE A QUESTION FOR HELP 14207

GO

Q KNOW™	TYPE	PROJECT NAME	PROJECT ID	CEDANT	NAME/DESCRIPTIONS	DATE
<input checked="" type="checkbox"/>	YES	OUTLOOK APP...	1018	1018	MEET WITH TEAM	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOC...			PROJEC*1.DOC	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	1013	1013	PURDENTIAL - AMERICAN AIRLINES - FAC...	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJEC*1.DOC	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	1013	1013	CIGNA - EARTHQUAKE CAT XL 2002 R...	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJEC*1.DOC	
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJECT1007.DOC1.DOC	
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJECT1012.DOC7.DOC	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL			CIGNA - FIDELITY - EXCESS OF LOSS COVER	7/30/2...
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL-2002	
<input checked="" type="checkbox"/>	YES	WORD DOCU...			PROJECT1013.DOC2.DOC	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL			CIGNA - AVIATION XL UWYR 2002 CO...	7/30/2...
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL-2002	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL-2002	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT			CIGNA BURGLARY AND THEFT TTY XL-2002	

PEOPLE
BROKERS.AON

	<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - CASU...	1017	1017	CIGNA - CASUALTY - TTY PRORATA QUOTA... 7/30/2...
	<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - CASU...	1017	1017	CIGNA - CASUALTY - TTY PRORATA QUOTA... 7/30/2...
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1015.DOC1.DOC
	<input checked="" type="checkbox"/>	YES	UNKNOWN				CIGNA - PROPERTY TTY - PR 2000.MSG
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC4.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1004.DOC3.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~2.DOC
	<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL -2002
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1013.DOC7.DOC
	<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA - PROPERTY - XL 2001 COVER
	<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL -2002
	<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA BURGLAR...	1010	1010	CIGNA BURGLARY AND THEFT TTY XL -2002 7/30/2...
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC6.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				CIGNA BURGLARY AND THEFT TTY XL -2002 7/30/2...
	<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA BURGLAR...	1008	1008	PROJEC~2.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				UPDATE FINANCIAL REPORT ON AON.MSG
	<input checked="" type="checkbox"/>	YES	UNKNOWN				PROJECT1018.DOC1.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				

14203

FIG. 142B

FIG. 143B

14301

FIG. 143A

ACROSSWORKS MICROSOFT OUTLOOK					TYPE A QUESTION FOR HELP				
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP Q KNOW™ FILE CREATE ADD TO FORWARD DEMO									
BACK ADDRESS		OUTLOOK-DELETED ITEMS OK NOW						GO	
RELATIONSHIPS		INBOX PROJECTS TASKS CONTACTS CALENDAR RECEIVED SIZE PROJEC... PROJEVE... CEDANTIACTI...						RESULTS	
VIEWS	FAVORITES ROOTS		SUBJECT						
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	AON - CIGNA - AMERICAN AIRLINES - 4TH LA...	TUES 7/30/2002 2:21 PM	30 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGAN - PROPERTY TTY - PR 2000	TUES 7/30/2002 2:21 PM	30 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	TEST FOR DAVID	TUES 7/30/2002 2:21 PM	3 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PRUDENTIAL - AVIATION XOL COVER	TUES 7/30/2002 2:21 PM	30 KB	PRUDE...	1011		
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA - INLAND MARINE - TTY IST SURPLUS	TUES 7/30/2002 2:21 PM	30 KB	CIGNA	UND...		
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA - PROPERTY - XL 2001 COVER	TUES 7/30/2002 2:21 PM	30 KB	CIGNA	UND...		
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA BURLARY AND THEFT TTY XL - 2002	TUES 7/30/2002 2:21 PM	30 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA - PROPERTY TTY - PR 2002	TUES 7/30/2002 2:21 PM	30 KB	CIGNA	UND...		
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	TUES 7/30/2002 2:21 PM	29 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGAN - PROPERTY TTY - PR 2000	TUES 7/30/2002 2:21 PM	30 KB	CIGNA	UND...		
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PRUDENTIAL PROPERTY XOL 2001	TUES 7/30/2002 2:21 PM	30 KB WILDMAN	1013			
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA BURLARY AND THEFT TTY XL - 2002	TUES 7/30/2002 2:21 PM	29 KB	CIGNA	UND...		
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA - FIDELITY - EXCESS OF LOSS COVER CLAIM	TUES 7/30/2002 2:21 PM	29 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	TUES 7/30/2002 2:21 PM	29 KB	CIGNA	UND...		
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	AON - CIGNA - AMERICAN AIRLINES - 4TH LA...	TUES 7/30/2002 2:21 PM	30 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA - AVIATION XL UW YR 2002 COVER	TUES 7/30/2002 2:21 PM	29 KB	CIGNA	UND...		
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PRUDENTIAL - AVIATION XOL COVER	TUES 7/30/2002 2:21 PM	30 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PRUDENTIAL - COMMERCIAL AUTO LIABILITY - TT...	TUES 7/30/2002 2:21 PM	33 KB				
<input type="checkbox"/> Q.KNOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CIGNA - AVIATION XL UW YR 2002 COVER	TUES 7/30/2002 2:21 PM	29 KB	CIGNA	UND...		

PEOPLE } 14305
BROKERS.AON
CEDANTS.CIGNA

<div>14305</div> <div>PRODUCTS</div> <div>PRODUCT CLASS AIRCRAFTATION (LIABILITY HULL)</div> <div>PRODUCT TYPE EXCESS OF LOSS</div> <div>TIME</div> <div>UNDERWRITING YEAR 2001</div>	<div>14303</div> <div> <input checked="" type="checkbox"/> 0 GREG@AON.COM PRUDENTIAL PROPERTY XOL 2001 TUES 7/30/2002 2:21 PM 30 KB <input checked="" type="checkbox"/> 0 GREG@AON.COM CIGNA - INLAND MARINE - TTY 1ST SURPLUS TUES 7/30/2002 2:21 PM 29 KB </div> <div> FROM: AON - CIGNA - AMERICAN AIRLINES - 4TH LAYER XL 2001 SUBJECT: SEAN (SEAN@ABCRC.COM) CC: ATTACHMENTS 14311 CIGNA - AMERICAN AIRLINES - 4TH LAYER XL 2001.DOC </div>
---	---

FIG. 143B

14501

[illegible]

14601

FIG. 146

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

14603

PROPERTY - VARIABLE Q

UMBRELLA LIABILITY

TIME

FACIAL TIME

UNDERWRITING YEAR

1998

1999

2000

2001

2002

2003

2004

2005

2006

2007

14605

PEOPLE

BROKERS.AON

CEDANTS.CIGNA

PRODUCTS

PRODUCT CLASS AND RATIONATION (LIABILITY FULL)

PRODUCT TYPE EXCESS OF LOSS

TIME

UNDERWRITING YEAR.2001

14609 TYPE A QUESTION FOR HELP

CONTACTS CALENDAR RESULTS

BUSINESS PHONE PROJECT NAME PROJECT ID CEDANT ACTIVITY VENDOR

COMPANY

Q.KNOW™ FULL NAME

CLICK HERE TO ADD A NEW TASK.

DAVE

GREG

AON BROKERS, INC

AON BROKERS, INC

14607

14701

14703

14901

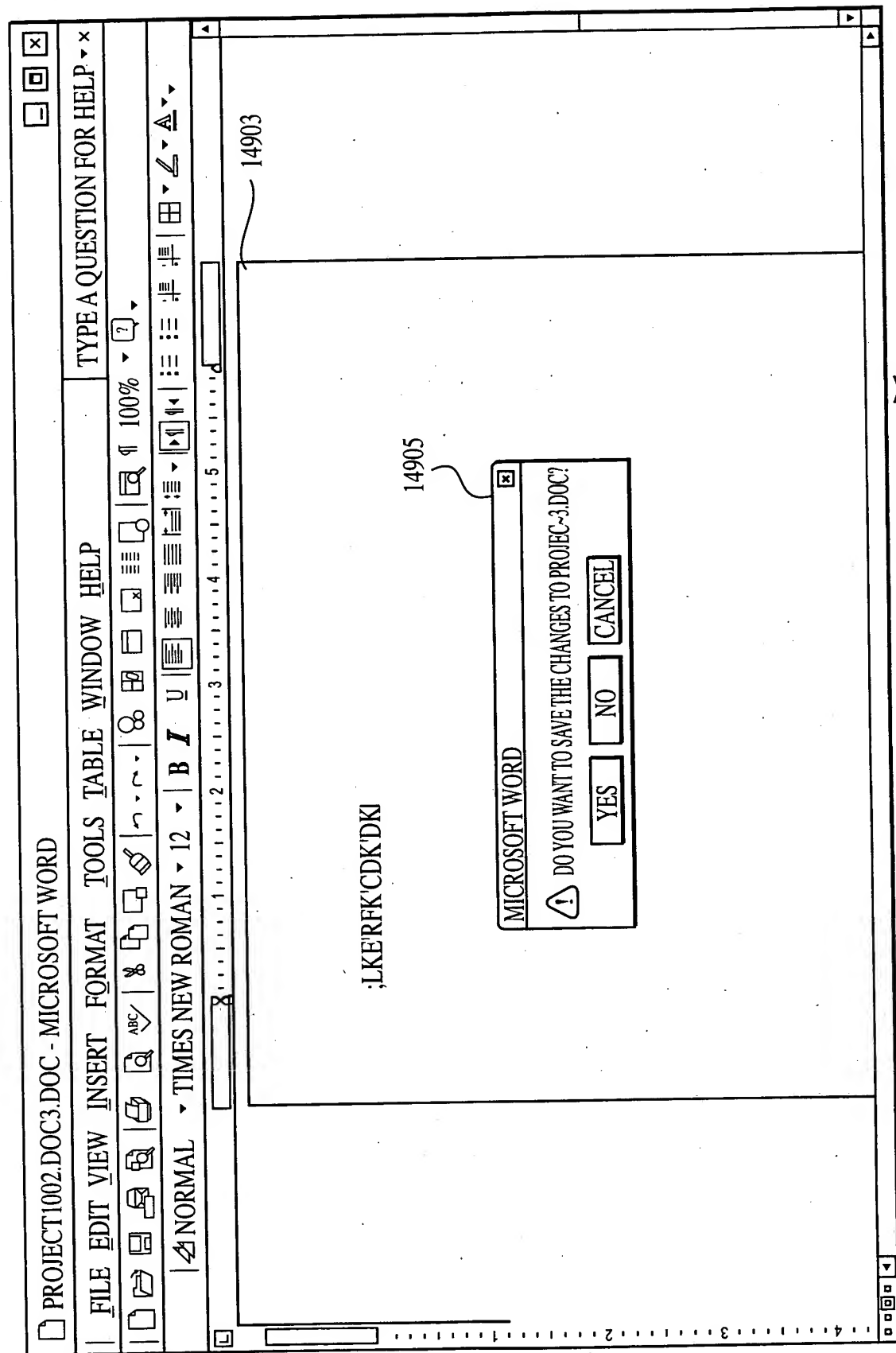


FIG. 149

[illegible]

FIG. 150A

TYPE A QUESTION FOR HELP

15001

GO

CALENDAR		RESULTS			LASTMO
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LASTMO
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2
BURLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20
		PENDING	AON		7/4/20
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/9/20
		PENDING	AON		7/16/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2

FIG. 150B

<input type="checkbox"/> OUTLOOK TODAY MICROSOFT OUTLOOK FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP Q Q KNOW™		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
TYPE A QUESTION FOR HELP ▾ 15101		▾ ↗ GO ⊗	
CUSTOMIZE OUTLOOK TODAY...		15107	
TASKS ~ 15105		15107	
CALENDAR ~ 15103		15107	
ADDRESS OUTLOOK: TODAY TUESDAY, JULY 30, 2002		15107	
INBOX 0 DRAFTS 0 OUTBOX 0		15107	

FIG. 151

QKNOW EXPLORER

FILE EDIT VIEW FAVORITES TOOLS HELP

BACK

SEARCH

FOLDERS

ADDRESS Q: C:\QKNOW EXPLORER

VIEWS

FAVORITES

ROOTS

ACTIVITIES

PEOPLE

BROKERS

CEDANTS

EMPLOYEES

INSURED

INVESTORS

PARTNERS

REGULATORS

VENDORS

PLACES

PRODUCTS

TIME

15207

15209

15211

15201

NAME

TYPE

GUID

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

CIGNA - INLAND MARINE - TTY 1ST SURPLUS

PROJECT1.DOC

PROJECT1018.DOC1.DOC

15203

15205

632FD7CF-1763-474D-9C6D-D6E14614..

6A346BDA-9BE7-473D-A166-0AA4177..

6C8C2C2C-3AD3-45A2-A7B3-1599500..

1D124E3B-4536-4C34-B255-8389DFF4..

5240D06B-2A5C-4B1D-BF78-AF4AC695..

60A758D1-787D-46D0-B0C0-B4D4BB6..

6947E1DA-6BA9-409E-81F3-E0D997C1..

E8AE5EA3-1E54-446B-9A54-F0CB7532..

31BCAEB1-76A4-46B7-9589-CD46569..

97DD04F4-6D98-4B5F-820E-3EC5AEDAF..

MICROSOFT OUTLOOK EMAIL

MICROSOFT WORD DOCUMENT

MICROSOFT WORD DOCUMENT

15213

FIG. 152

15301

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶

OUTLOOK: DELETED ITEMS OK NOW

RELATIONSHIPS

VIEW FAVORITES ROOTS

15305

15303

15307

15309

15301

TYPE A QUESTION FOR HELP

GO

INBOX	PROJECTS	TASKS	CONTACTS	RECEIVED	CALENDAR	RESULTS
<input checked="" type="checkbox"/> !Q KNOW™	<input checked="" type="checkbox"/> FROM	SUBJECT			SIZE	PROJEC... PROJE... VE... CEDANT ACTI...
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q ROY@AON.COM	CIGNA - AVIATION XL UW YR 2002 COVER		THU 7/9/2002 3:46 PM	30 KB	CIGNA... 1015
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q BOB@WILLIS.COM	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER		THU 7/4/2002 12:09 PM	30 KB	AMER... 1014
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q GREG@AON.COM	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL		MON 7/1/2002 10:48 AM	30 KB	CIGNA... 1013
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q GREG@AON.COM	CIGNA - PROPERTY - XL 2001 COVER		WED 6/26/2002 1:42 PM	30 KB	CIGNA... 1011
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q DAVE (DAVE@AON.COM)	CIGNA BURGLARY AND THEFT TTY XL-2002		TUE 6/25/2002 5:05 PM	30 KB	CIGNA... 1010
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q ROY@AON.COM	PURDENTIAL-AMERICAN AIRLINES-FAC COVER		MON 4/22/2002 9:03 AM	30 KB	TEST99... 1013
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q ROBERT@WILLIS.COM	GLOBAL EXCESS-ACCIDENT & HEALTH TTY PR...		MON 4/22/2002 8:26 AM	30 KB	WILDM... 1013
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q GREG@AON.COM	CIGNA - PROPERTY TTY - PR 2000		WED 4/17/2002 9:41 AM	30 KB	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Q ROY@AON.COM	PRUDENTIAL - AVIATION XOL COVER		WED 4/17/2002 8:49 AM	30 KB	ACCE... CLAIMS

FROM: CIGNA - AVIATION XL UW YR 2002 COVER

SUBJECT: CIGNA - AVIATION XL 2002 COVER

CC: ATTACHMENTS CIGNA - AVIATION XL 2002.DOC

SEAN

HERE ARE THE RENEWAL OF THE 2001 AVIATION XL 2002 COVER. MOST OF THE TERMS REMAIN THE SAME AS LAST YEAR. TAKE A LOOK AND LET ME KNOW OF YOU ARE INTERESTED IN PARTICIPATING THIS YEAR.

RAGARDS

ROY@AON.COM

FIG. 153

15401

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK: DELETED ITEMS/KNOW

RELATIONSHIPS

FAVORITES ROOTS

PEOPLE
BROKERS
CEDANTS
EMPLOYEES
INSURED
INVESTORS
PARTNERS
REGULATORS
VENDORS
MID WEST INC.
REGULATIVE
2002

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

Q KNOW	FROM	SUBJECT	RECEIVED	SIZE	PROJEC.	PROJE.	VE.	SEDANTACTI...
<input checked="" type="checkbox"/>	ROY@AON.COM	CIGNA - AVIATION XL UW YR 2002 COVER	THU 7/9/2002 3:46 PM	30 KB	CIGNA...	1015		UND...
<input checked="" type="checkbox"/>	BOB@WILLIS.COM	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	THU 7/4/2002 12:09 PM	30 KB	AMERL...	1014		CHUBB CLAIMS
<input checked="" type="checkbox"/>	GREG@AON.COM	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	MON 7/1/2002 10:48 AM	30 KB	CIGNA...	1013		CIGNA UND...
<input checked="" type="checkbox"/>	GREG@AON.COM	CIGNA - PROPERTY - XL 2001 COVER	WED 6/26/2002 1:42 PM	30 KB	CIGNA...	1011		CIGNA
<input checked="" type="checkbox"/>	DAVE (DAVE@AON.COM)	CIGNA BURGLARY AND THEFT TTY XL - 2002	TUE 6/25/2002 5:05 PM	30 KB	CIGNA...	1010		CIGNA
<input checked="" type="checkbox"/>	ROY@AON.COM	PURDENTIAL-AMERICAN AIRLINES-FAC COVER	MON 4/22/2002 9:03 AM	30 KB	TEST99..	1013		CHUBB CLAIMS
<input checked="" type="checkbox"/>	ROBERT@WILLIS.COM	GLOBAL EXCESS-ACCIDENT & HEALTH TTY PR...	MON 4/22/2002 8:26 AM	30 KB	WILDM...	1013		
<input checked="" type="checkbox"/>	GREG@AON.COM	CIGNA - PROPERTY TTY - PR 2000	WED 4/17/2002 9:41 AM	30 KB				ACCE... CLAIMS
<input checked="" type="checkbox"/>	ROY@AON.COM	PRUDENTIAL - AVIATION XOL COVER	WED 4/17/2002 8:49 AM	30 KB				

FROM:

SUBJECT: CIGNA - AVIATION XL UW YR 2002 COVER

CC:

ATTACHMENTS CIGNA - AVIATION XL 2002.DOC

15405

15403

TIME UNDERWRITING YEAR.2002

FIG. 154

TYPE A QUESTION FOR HELP						
15501						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LASTMO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON	CIGNA	7/4/20	
		PENDING	AON	CIGNA	7/9/20	
		PENDING	AON	CIGNA	7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	

INPUT REQUESTED — 15511

REQUEST ANSWER

15517

FIG. 155B

15601

15603

15607

TYPE A QUESTION FOR HELP ▾
☐ ☐ ☐

CALENDAR
▼

PRODUCT CLASS
PRODUCT TYPE
STATUS
BROKER
INSURED
LAST MO

PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
AIRCRAFT/AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2
AIRCRAFT/AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20
		PENDING	AON		7/4/20
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/9/20
		PENDING	AON		7/16/2
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2

RESULTS
▼

PENDING
15607

4/14/2002 12:00 AM
2002

TUESDAY, JANUARY 01, 2002
MONDAY, SEPTEMBER 30, 2002

FIG. 156B




	 DIVISION BRANCH LOCATION	REINSURANCE ▾	 CURRENCY EPI RATING FACTORS DEDUCTIBLE TERM
		MID WEST INC. ▾	
		▾	
	 PRODUCT TYPE PRODUCT CLASS	EXCESS OF LOSS ▾	
		BURGLARY AND THEFT ▾	

FIG. 156C

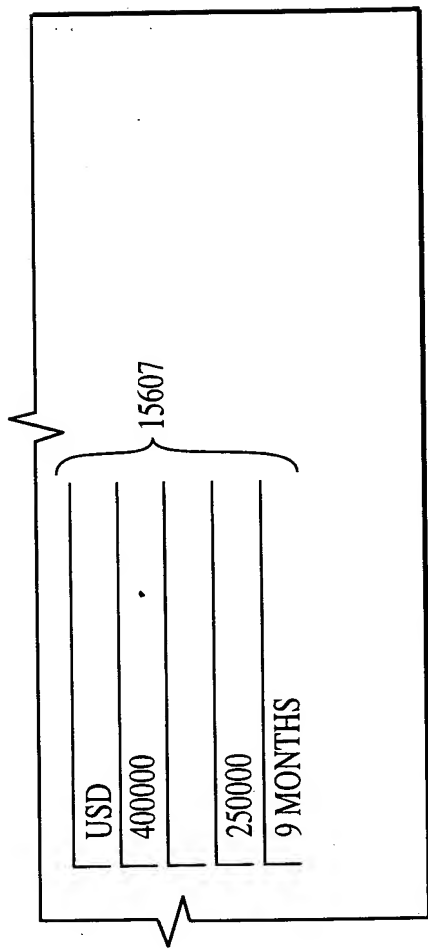


FIG. 156D

FIG. 158

FIG. 158A

ACROSSWORKS MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP Q.Q.KNOW™ FILE ► CREATE ► ADD TO ► FORWARD ► DEMO ▼►									
◄ BACK ◄ □ ADDRESS OUTLOOK:DELETED ITEMS QKNOW									
RELATIONSHIPS INBOX PROJECTS TASKS CONTACTS									
VIEWS	FAVORITES	ROOTS							
			Q.KNOW™	PROJECT NAME	PROJECT ID	U/W YEAR	CEDANT		
<input type="checkbox"/> PRUDENTIAL			YES	CIGNA - PROPERTY TTY - PR 2000	1002	2000	CIGNA		
<input type="checkbox"/> SAIC			YES	CIGNA - PROPERTY TTY - PR 2000	1002	2000	CIGNA		
<input type="checkbox"/> SKANDIA			YES	CIGNA - AVIATION XL U/W YR 2002 COVER	1003	2002	CIGNA		
<input checked="" type="checkbox"/> EMPLOYEES			YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1004	2002	CIGNA		
<input checked="" type="checkbox"/> INSURED			YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...	1005	2002	CIGNA		
<input type="checkbox"/> ACCENTURE			YES	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	1006	2000	CIGNA		
<input type="checkbox"/> BOEING			YES	CIGNA - PROPERTY - XL 2001 COVER	1007	2001	CIGNA		
<input type="checkbox"/> CHUBB			YES	CIGNA BURGLARY AND THEFT TTY XL-2002	1008	2002	CIGNA		
<input type="checkbox"/> CIGNA			YES	GLOBAL EXCESS - ACCIDENT & HEALTH TTY...	1009	2001	GLOBAL...		
<input type="checkbox"/> COMMERCIAL UNION			YES	CIGNA BURGLARY AND THEFT TTY XL-2002	1010	2002	CIGNA		
<input type="checkbox"/> GLOBAL EXCESS			YES	CIGNA - PROPERTY - XL 2001 COVER	1011	2001	CIGNA		
<input type="checkbox"/> NY POST			YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1012	2002	CIGNA		
<input type="checkbox"/> PRUDENTIAL			YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...	1013	2002	CIGNA		
<input type="checkbox"/> SAIC			YES	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	1014	2002	CHUBB		
<input type="checkbox"/> SKANDIA			YES	CIGNA - AVIATION XL U/W R 2002 COVER	1015	2002	CHUBB		
			YES	PRODUCTS LIABILITY - TTY PR - QS 2001	1016				
			YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1017	2002	CIGNA		
			YES	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	1018	2000	CIGNA		
PEOPLE									
BROKERS.AON									
CEDANTS.CIGNA									
INSURED.CIGNA									
TIME									
UNDERWRITING YEAR.2002									
CURRENCY									
SHARE WRITTEN									
100% LIMIT									
VALID CURRENCIES									

TYPE A QUESTION FOR HELP						
CALENDAR			RESULTS			
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	DECLINE	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/11/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON	CIGNA	7/4/20	
	EXCESS OF LOSS	PENDING	AON	CIGNA	7/9/20	
	EXCESS OF LOSS	PENDING	AON	CIGNA	7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	
<div> <div>CONTRACT %</div> <div>100% EPI</div> <div>ATTACH POINT</div> <div>EXCHANGE RATE</div> </div>						

FIG. 158B

	OUR SHARE EPI	
	OVERRIDE %	
	TAXES %	
	CASH LOSS LIMIT	
	SLIDING SCALE COMMISSION MIN %	
	PREMIUM PORTFOLIO %	
	PREMIUM RESERVES %	
	SETTLEMENT DAYS	

FIG. 158C

COMMISSION %	
BROKERAGE %	
CASH LOSSES	
PROFIT COMMISSION %	
SLIDING SCALE COMMISSION MAX %	
LOSS PORTFOLIO %	
LOSS RESERVES %	
INTEREST ON DEPOSITS	

FIG. 158D

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP
Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

⇌ BACK ⇌ □ ▾ ADDRESS | OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWSFAVORITESROOTS
[Icons]

PRUDENTIAL
SAIC
SKANDIA
EMPLOYEES
INSURED
ACCENTURE
BOEING
CHUBB
CIGNA
COMMERCIAL UNION
GLOBAL EXCESS
NY POST
PRUDENTIAL
SAIC
SKANDIA

Q.KNOW™ PROJECT NAME
YES CIGNA - PROPERTY TTY - PR 2000
YES CIGNA - PROPERTY TTY - PR 2000
YES CIGNA - AVIATION XL UW YR 2002 COVER
YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...
YES CIGNA - EARTHQUAKE CAT XL 2002 REN...
YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS
YES CIGNA - PROPERTY - XL 2001 COVER
YES CIGNA BURGLARY AND THEFT TTY XL - 2002
YES GLOBAL EXCESS - ACCIDENT & HEALTH TTY...
YES CIGNA BURGLARY AND THEFT TTY XL - 2002
YES CIGNA - PROPERTY - XL 2001 COVER
YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...
YES CIGNA - EARTHQUAKE CAT XL 2002 REN...
YES AMERICAN AIRLINES - LIABILITY XL 2ND LAYER
YES CIGNA - AVIATION XL UW R 2002 COVER
YES PRODUCTS LIABILITY - TTY PR - QS 2001
YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...
YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS
15907

PROJECT ID
1002
1002
1003
1004
1005
1006
1007
1008
1009
1010
1011
1012
1013
1014
1015
1016
1017
1018

U/W YEAR
2000
2000
2002
2002
2002
2000
2001
2002
2001
2001
2002
2002
2002
2002
2002
2000
2000

CEDANT
CIGNA
CIGNA
CIGNA
CIGNA
CIGNA
CIGNA
CIGNA
GLOBAL...
CIGNA
CIGNA
CIGNA
CIGNA
CHUBB
CHUBB
CIGNA
CIGNA

INBOX PROJECTS TASKS CONTACTS

SUMMARY STATUS CONTACT FORMS DOCUMENTS TASKS CALENDAR

SUMMARY NAME

☐ OUTLOOK EMAIL CIGNA BURGLARY AND T...
☐ WORD DOCUM... PROJECT008.DOC1.DOC

PEOPLE
BROKERS.AON
CEDANTS.CIGNA
INSURED.CIGNA

TIME
UNDERWRITING YEAR.2002

FIG. 159A FIG. 159B

FIG. 159

FIG. 159A

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

⇐ BACK ⇨ □ ▾ ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

Q.KNOW™

INBOX

PROJECTS

TASKS

CONTACTS

Q.KNOW™	PROJECT NAME	PROJECT ID	U/W YEAR	CEDANT
YES	CIGNA - PROPERTY TTY - PR 2000	1002	2000	CIGNA
YES	CIGNA - PROPERTY TTY - PR 2000	1002	2000	CIGNA
YES	CIGNA - AVIATION XL U/W YR 2002 COVER	1003	2002	CIGNA
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1004	2002	CIGNA
YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...	1005	2002	CIGNA
YES	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	1006	2000	CIGNA
YES	CIGNA - PROPERTY - XL 2001 COVER	1007	2001	CIGNA
YES	CIGNA BURGLARY AND THEFT TTY XL - 2002	1008	2002	CIGNA
YES	GLOBAL EXCESS - ACCIDENT & HEALTH TTY...	1009	2001	GLOBAL...
YES	CIGNA BURGLARY AND THEFT TTY XL - 2002	1010	2002	CIGNA
YES	CIGNA - PROPERTY - XL 2001 COVER	1011	2001	CIGNA
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1012	2002	CIGNA
YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...	1013	2002	CIGNA
YES	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	1014		CHUBB
YES	CIGNA - AVIATION XL U/W R 2002 COVER	1015	2002	CHUBB
YES	PRODUCTS LIABILITY - TTY PR - QS 2001	1016		
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1017	2002	CIGNA
YES	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	1018	2000	CIGNA

16007

SUMMARY STATUS CONTACTS FORMS DOCUMENTS TASKS CALENDAR

Q.KNOW™ ☒ SUBJECT

CLICK HERE TO ADD A NEW TASK

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

TIME

UNDERWRITING YEAR.2002

PEOPLE
BROKERS.AON
CEDANTS.CIGNA
INSURED.CIGNA

FIG. 160A

FIG. 160B

FIG. 160

FIG. 160A

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP
Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

⇌ BACK ⇌ □ ▾ ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

PRUDENTIAL
SAIC
SKANDIA
EMPLOYEES
INSURED
ACCENTURE
BOEING
CHUBB
CIGNA
COMMERCIAL UNION
GLOBAL EXCESS
NY POST
PRUDENTIAL
SAIC
SKANDIA

Q.KNOW™

INBOX PROJECTS TASKS CONTACTS

Q.KNOW™	PROJECT NAME	PROJECT ID	U/W YEAR	CEDANT
YES	CIGAN - PROPERTY TTY - PR 2000	1002	2000	CIGNA
YES	CIGAN - PROPERTY TTY - PR 2000	1002	2000	CIGNA
YES	CIGNA - AVIATION XL UW YR 2002 COVER	1003	2002	CIGNA
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1004	2002	CIGNA
YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...	1005	2002	CIGNA
YES	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	1006	2000	CIGNA
YES	CIGNA - PROPERTY - XL 2001 COVER	1007	2001	CIGNA
YES	CIGNA BURGLARY AND THEFT TTY XL - 2002	1008	2002	CIGNA
YES	GLOBAL EXCESS - ACCIDENT & HEALTH TTY...	1009	2001	GLOBAL...
YES	CIGNA BURGLARY AND THEFT TTY XL - 2002	1010	2002	CIGNA
YES	CIGNA - PROPERTY - XL 2001 COVER	1011	2001	CIGNA
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1012	2002	CIGNA
YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...	1013	2002	CIGNA
YES	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	1014	2002	CHUBB
YES	CIGNA - AVIATION XL UW R 2002 COVER	1015	2002	CHUBB
YES	PRODUCTS LIABILITY - TTY PR - OS 2001	1016		
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1017	2002	CIGNA
YES	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	1018	2000	CIGNA

16107

SUMMARY STATUS CONTACT FORMS DOCUMENTS TASKS CALENDAR

Q.KNOW™

Q SUBJECT

LOCATION

START

END

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

PEOPLE
BROKERS.AON
CEDANTS.CIGNA
INSURED.CIGNA
TIME
UNDERWRITING YEAR.2002

FIG. 161A

FIG. 161B

FIG. 161

FIG. 161A

[illegible]

FIG. 161B

[illegible]

FIG. 163B

16301

ACROSSWORKS MICROSOFT OUTLOOK					
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP			TYPE A QUESTION FOR HELP ▼		
Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▾			16213		
◀ BACK ⇨ □ ADDRESS OUTLOOK: DELETED ITEMS QKNOW					
RELATIONSHIPS		INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS			
VIEWS FAVORITES ROOTS					
[Icons]					
PRUDENTIAL SAIC SKANDIA EMPLOYEES INSURED ACCENTURE BOEING CHUBB CIGNA COMMERCIAL UNION GLOBAL EXCESS NY POST PRUDENTIAL SAIC SKANDIA					
AON BROKERS, INC DAVE 567 SEVENTH AVENUE CHICAGO, IL 23456 E-MAIL: DAVE@AON.COM	GLOBAL EXCESS CAROLINE 2121 FIRST AVENUE CHICAGO, IL 30216 E-MAIL: CAROLINE@GLOBALEXCE...	PRUDENTIAL PATRICIA 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: PATRICIA@PRUDENTI...	16303		
AON BROKERS, INC GREG 567 SEVENTH AVENUE CHICAGO, IL 23456 E-MAIL: GREG@AON.COM	GLOBAL EXCESS CLARK 2121 FIRST AVENUE CHICAGO, IL 30216 E-MAIL: CLARK@GLOBALEXCE...	WILLIS BROTHERS, INC. BOB 55 MARK LANE NY, NY 10280 E-MAIL: BOB@WILLIS.COM			
AON BROKERS, INC ROY 567 SEVENTH AVENUE CHICAGO, IL 23456 E-MAIL: ROY@AON.COM	GLOBAL EXCESS COLIN 2121 FIRST AVENUE CHICAGO, IL 30216 E-MAIL: COLIN@GLOBALEXCE...	WILLIS BROTHERS, INC. PETER 55 MARK LANE NY, NY 10280 E-MAIL: PETER@WILLIS.COM			
BOEING GEORGE 98 FIRST AVENUE DALLAS, TX 56241 E-MAIL: GEORGE@AA.COM	GLOBAL EXCESS JOE 2121 FIRST AVENUE CHICAGO, IL 30216 E-MAIL: JOE@GLOBALEXCES...	WILLIS BROTHERS, INC. ROBERT 55 MARK LANE NY, NY 10280 E-MAIL: ROBERT@WILLIS.COM			

FIG. 163A

		U
		V
		W
		X
		Y
		Z
<p>CIGNA FELIX 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: FELIX@CIGNA.COM</p> <p>CIGNA JANE 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JANE@CIGNA.COM</p> <p>CIGNA JEFF 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JEFF@CIGNA.COM</p> <p>CIGNA JOHN 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JOHN@CIGNA.COM</p> <p>CIGNA JOSE 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JOSE@CIGNA.COM</p>	<p>GLOBAL EXCESS JUAN 2121 FIRST AVENUE CHICAGO, IL 30216 E-MAIL: JUAN@GLOBALEXCE...</p> <p>PRUDENTIAL ALEX 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: ALEX@PRUDENTIAL...</p> <p>PRUDENTIAL CARLOS 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: CARLOS@PRUDENTIA...</p> <p>PRUDENTIAL GRAHAM 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: GRAHAM@PRUDENTI...</p> <p>PRUDENTIAL JIM 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: JIM@PRUDENTIAL.COM</p>	16303

FIG. 163B

16401

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK:DELETED ITEMSKNOW

RELATIONSHIPS FAVORITESROOTS

PRUDENTIAL
SAIC
SKANDIA
EMPLOYEES
INSURED
ACCENTURE
BOEING
CHUBB
CIGNA
COMMERCIAL UNION
GLOBAL EXCESS
NY POST
PRUDENTIAL
SAIC
SKANDIA

PEOPLE
BROKERS.AON

16403

TUESDAY, JULY 30

4 AM
5 00
6 00
7 00
8 00
9 00
10 00
11 00
12 PM
1 00
2 00
3 00
4 00
5 00
6 00
7 00
8 00
9 00
10 00
11 00

INBOX PROJECTS TASKS CONTACTS

16215

TYPE A QUESTION FOR HELP

GO

CALENDAR

JULY 2002

AUGUST 2002

SMTWTFSS
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 31

SMTWTFSS
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31

SEPTEMBER 2002

OCTOBER 2002

SMTWTFSS
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30

SMTWTFSS
1 2 3 4 5
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26
27 28 29 30 31 1 2
3 4 5 6 7 8 9

TASKPAD

CLICK HERE TO ADD A NEW TASK

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

FIG. 164

16501

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▶

◀ BACK ⇄ □ ADDRESS OUTLOOK:DELETED ITEMS\QKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

16505

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

PEOPLE

BROKERS.AON

TYPE A QUESTION FOR HELP ▶

16217

GO

RESULTS

CALENDAR

CONTACTS

PROJECT ID

CEDANT

NAME/DESCRIPTIONS

DATE

THERE ARE NO ITEMS TO SHOW IN THIS VIEW. } 16503

FIG. 165

16601

16605

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▶

◀ BACK ⇄ □ ADDRESS OUTLOOK: DELETED ITEMS \ Q KNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

16607

MARINE

PROPERTY

CIGNA

CFO

AON

PEOPLE

BROKERS.AON

TYPE A QUESTION FOR HELP ▶

16217

▶ GO

RESULTS

CALENDAR

CONTACTS

PROJECT ID

CEDANT

NAME/DESCRIPTIONS

DATE

THERE ARE NO ITEMS TO SHOW IN THIS VIEW. } 16603

FIG. 166

16701

16705

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶▶

BACK ⇌ ADDRESS OUTLOOK:DELETED ITEMS\OKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS

Q KNOW™ TYPE PROJECT NAME PROJECT ID CEDANT NAME/DESCRIPTIONS DATE

JOHNS VIEW

16707

16703

16707

PEOPLE

BROKERS.AON

16801

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK RELATIO

VIEW FAVORITES

FILE/NEW PROJECT

DELETED ITEMS/KNOW

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

GO

VIEW	FAVORITES	ROOTS	FILE/NEW PROJECT	DELETED ITEMS/KNOW	PROJECTS	TASKS	CONTACTS	CALENDAR	RESULTS	
JOHNS VIEW	16805	16807	16811	16803	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	THU 7/4/2002 12:09 PM	30 KB AMERL... 1014	CHUBB CLAIMS
					CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	MON 7/1/2002 10:48 AM	30 KB CIGNA... 1013	CIGNA UND...
					CIGNA - PROPERTY - XL 2001 COVER	CIGNA - PROPERTY - XL 2001 COVER	CIGNA - PROPERTY - XL 2001 COVER	WED 6/26/2002 1:42 PM	30 KB CIGNA... 1011	CIGNA
					CIGNA (DAVE@AON.COM) CIGNA BURGLARY AND THEFT TTY XL-2002	CIGNA (DAVE@AON.COM) CIGNA BURGLARY AND THEFT TTY XL-2002	CIGNA (DAVE@AON.COM) CIGNA BURGLARY AND THEFT TTY XL-2002	TUE 6/25/2002 5:05 PM	30 KB CIGNA... 1010	CIGNA
					PRUDENTIAL-AMERICAN AIRLINES-FAC COVER	PRUDENTIAL-AMERICAN AIRLINES-FAC COVER	PRUDENTIAL-AMERICAN AIRLINES-FAC COVER	MON 4/22/2002 9:03 AM	30 KB TEST99.. 1013	CHUBB CLAIMS
					GLOBAL EXCESS-ACCIDENT & HEALTH TTY PR...	GLOBAL EXCESS-ACCIDENT & HEALTH TTY PR...	GLOBAL EXCESS-ACCIDENT & HEALTH TTY PR...	MON 4/22/2002 8:26 AM	30 KB WILDM... 1013	ACCE... CLAIMS
					CIGNA - PROPERTY TTY - PR 2000	CIGNA - PROPERTY TTY - PR 2000	CIGNA - PROPERTY TTY - PR 2000	WED 4/17/2002 9:41 AM	30 KB	
					PRUDENTIAL - AVIATION XOL COVER	PRUDENTIAL - AVIATION XOL COVER	PRUDENTIAL - AVIATION XOL COVER	WED 4/17/2002 8:49 AM	30 KB	

PEOPLE

PEOPLE.BROKERS

CEDANTS.CHUBB

PARTNERS.ACCENTURE

PLACES

REINSURANCE.MID WEST INC.

FROM:

SUBJECT: AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

CC: MARK@ABCRE.COM

ATTACHMENTS: AMERICAN AIRLINES - LIABILITY - XL 2ND LAYER-2001.DOC

PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.

THANKS

BOB@WILLIS.COM

FIG. 168

16901

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶▶

◀ BACK ▶ ADDRESS OUTLOOK:DELETED ITEMSOKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

JOHNS VIEW

16807

16905

16907

16809

16903

PEOPLE

PEOPLE.BROKERS

CEDANTS.CHUBB

PARTNERS.ACCEINTURE

PLACES

REINSURANCE.MID WEST INC.

CC: MARK@ABCRC.COM

ATTACHMENTS AMERICAN AIRLINES - LIABILITY - XL 2ND LAYER-2001.DOC

PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.

THANKS

BOB@WILLIS.COM

TYPE A QUESTION FOR HELP

GO

RECEIVED

CALENDAR

RESULTS

SIZE

PROJEC..

PROJE..

VE..

CEDANTACTI..

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

THU 7/4/2002 12:09 PM

30 KB

AMERL...

1014

CHUBB CLAIMS

CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL

MON 7/1/2002 10:48 AM

30 KB

CIGNA...

1013

CIGNA UND...

CIGNA - PROPERTY - XL 2001 COVER

WED 6/26/2002 1:42 PM

30 KB

CIGNA...

1011

CIGNA

CIGNA BURGLARY AND THEFT TTY XL - 2002

TUE 6/25/2002 5:05 PM

30 KB

CIGNA...

1010

CIGNA

002 9:03 AM 30 KB TEST99..

1013

CHUBB CLAIMS

002 8:26 AM 30 KB WILDM..

1013

CHUBB CLAIMS

002 9:41 AM 30 KB

1013

CHUBB CLAIMS

002 8:49 AM 30 KB

1013

ACCE... CLAIMS

CHOOSE PROJECT TYPE...

TYPES:

TEMPLATES:

16907

SUBMISSION

CLAIM

NEW

RENEWAL

ENDORSEMENT

PROJECT ID: 1019

NAME

AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

NEXT

CANCEL

HELP

FIG. 169

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP
Q Q.KNOW™ FILE ► CREATE ► ADD TO ► FORWARD ► DEMO ►

← BACK → □ ADDRESS OUTLOOK:DELETED ITEMSOKNOW

RELATIONSHIPS	INBOX	PROJECTS	TASKS	CONTACTS	CALENDAR	RESULTS
VIEWS FAVORITES ROOTS	Q KNOW™	FROM	SUBJECT	RECEIVED	SIZE	PROJEC... VE... CEDANTACTL...
JOHNS VIEW	16807	Q BOB@WILLIS.COM	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	THU 7/4/2002 12:09 PM	30 KB	AMERL... 1014 CHUBB CLAIMS
		Q GREG@AON.COM	CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	MON 7/1/2002 10:48 AM	30 KB	CIGNA... 1013 CIGNA UND...
		Q GREG@AON.COM	CIGNA - PROPERTY - XL 2001 COVER	WED 6/26/2002 1:42 PM	30 KB	CIGNA... 1011 CIGNA
		Q DAVE.DAVE@AON.COM	CIGNA BURGILARY AND THEFT TV XL-2002	TUE 6/25/2002 5:05 PM	30 KB	CIGNA... 1010 CIGNA

SELECT PROJECT PROPERTIES...

PROJECT SUMMARY

CEDANT	CHUBB	STATUS	PENDING
BROKER	AON	START TIME	7/30/2002 12:00 AM
INSURED	CIGNA	UNDERWRITING YEAR	TUESDAY, JULY 30, 2002
UNDERWRITER	NOTIFY	EXPIRY DATE	TUESDAY, JULY 30, 2002
WORKGROUP	REINSURANCE	CURRENCY	
DIVISION	MID WEST INC.	EPI	
BRANCH		RATING FACTORS	
LOCATION		DEDUCTIBLE	
PRODUCT TYPE		TERM	
PRODUCT CLASS			

17005 CEDANT CHUBB STATUS PENDING

17007 PEOPLE PEOPLE.BROKERS CEDANTS.CHUBB PARTNERS.ACCTURE PLACES REINSURANCE.MID WEST

17009 PUBLISH ○ LATER C TO WORKGROUP

BACK FINISH CANCEL

FIG. 170

17101

ACROSSWORKS MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
Q KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾									
⇐ BACK ⇐ ▢ ADDRESS OUTLOOK:DELETED ITEMS\OKNOW									
RELATIONSHIPS		INBOX		PROJECTS		TASKS		CONTACTS	
VIEWS FAVORITES ROOTS		!Q KNOW™		FROM		SUBJECT		RECEIVED	
16807		<input checked="" type="checkbox"/>		BOB@WILLIS.COM		AMERICAN AIRLINES - LIABILITY XL 2ND LAYER		THU 7/4/2002 12:09 PM	
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		GREG@AON.COM		CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL		MON 7/1/2002 10:48 AM	
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		GREG@AON.COM		CIGNA - PROPERTY - XL 2001 COVER		WED 6/26/2002 1:42 PM	
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		DAVE.DAVE@AON.COM		CIGNA BURGLARY AND THEFT TTY XL 2002		TUE 6/25/2002 5:05 PM	
<input checked="" type="checkbox"/> SELECT PROJECT PROPERTIES...									
- PROJECT SUMMARY -									
CEDANT		CHUBB		STATUS		PENDING			
BROKER		AON							
INSURED		CIGNA		START TIME		7/30/2002 12:00 AM			
UNDERWRITER				WORKGROUP CHOOSER		RITING YEAR			
WORKGROUP		NO		<input checked="" type="checkbox"/> SEAN@ACME.COM		ON DATE		TUESDAY, JULY 30, 2002	
DIVISION		REIN		<input checked="" type="checkbox"/> ENGEL@ACME.COM		DATE		TUESDAY, JULY 30, 2002	
BRANCH		MID		<input checked="" type="checkbox"/> MARK@ACME.COM		NCY			
LOCATION				<input checked="" type="checkbox"/> CARL@ACME.COM		FACTORS			
PRODUCT TYPE						TABLE			
PRODUCT CLASS						17103			
PUBLISH				ADD		DONE			
LATER									
BACK				FINISH		CANCEL			
ND YOU THE ENTIRE PROPOSAL.									

PEOPLE
PEOPLE.BROKERS
CEDANT'S.CHUBB
PARTNERS.ACCTURE
PLACES
REINSURANCE.MID.WES

17003

CHUBB CLAIMS
CIGNA UND...
CIGNA
CIGNA
TEST99.. 1013
WILDM.. 1013
ACCE... CLAIMS

FIG. 171

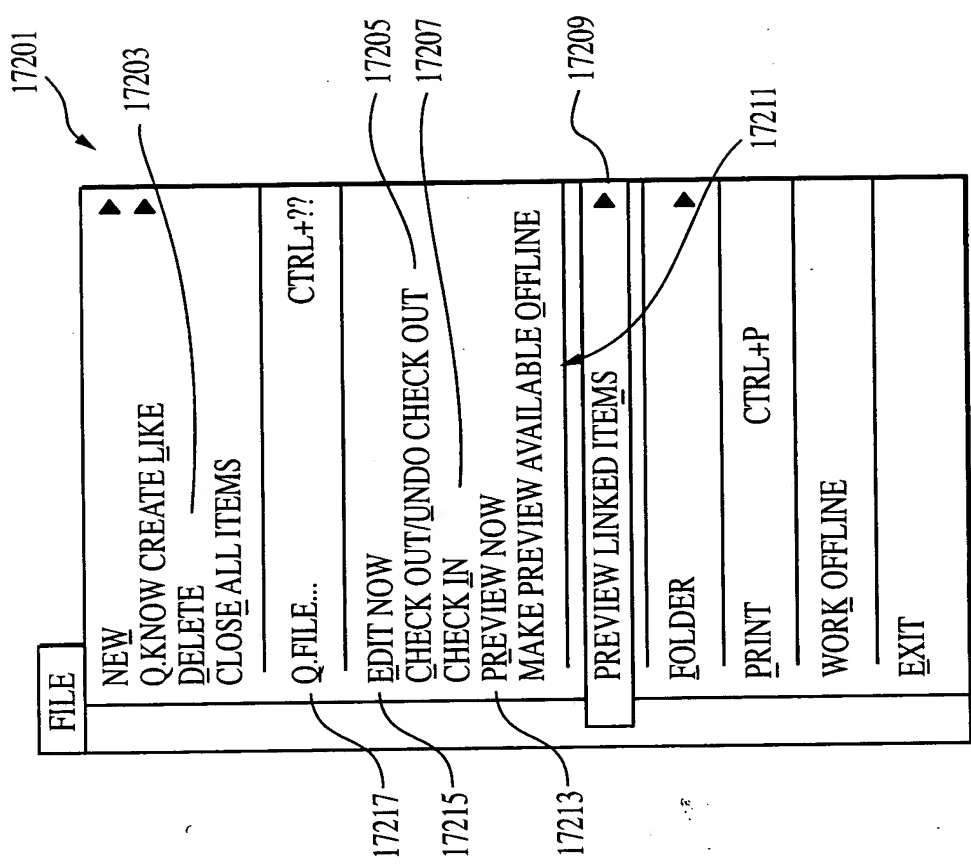


FIG. 172

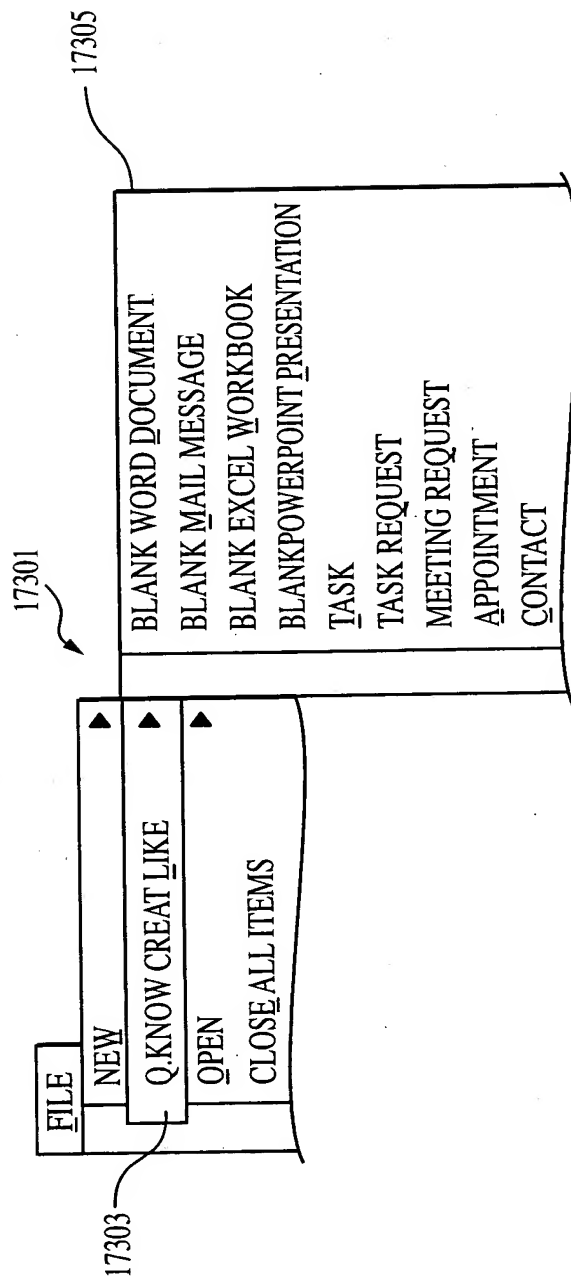


FIG. 173

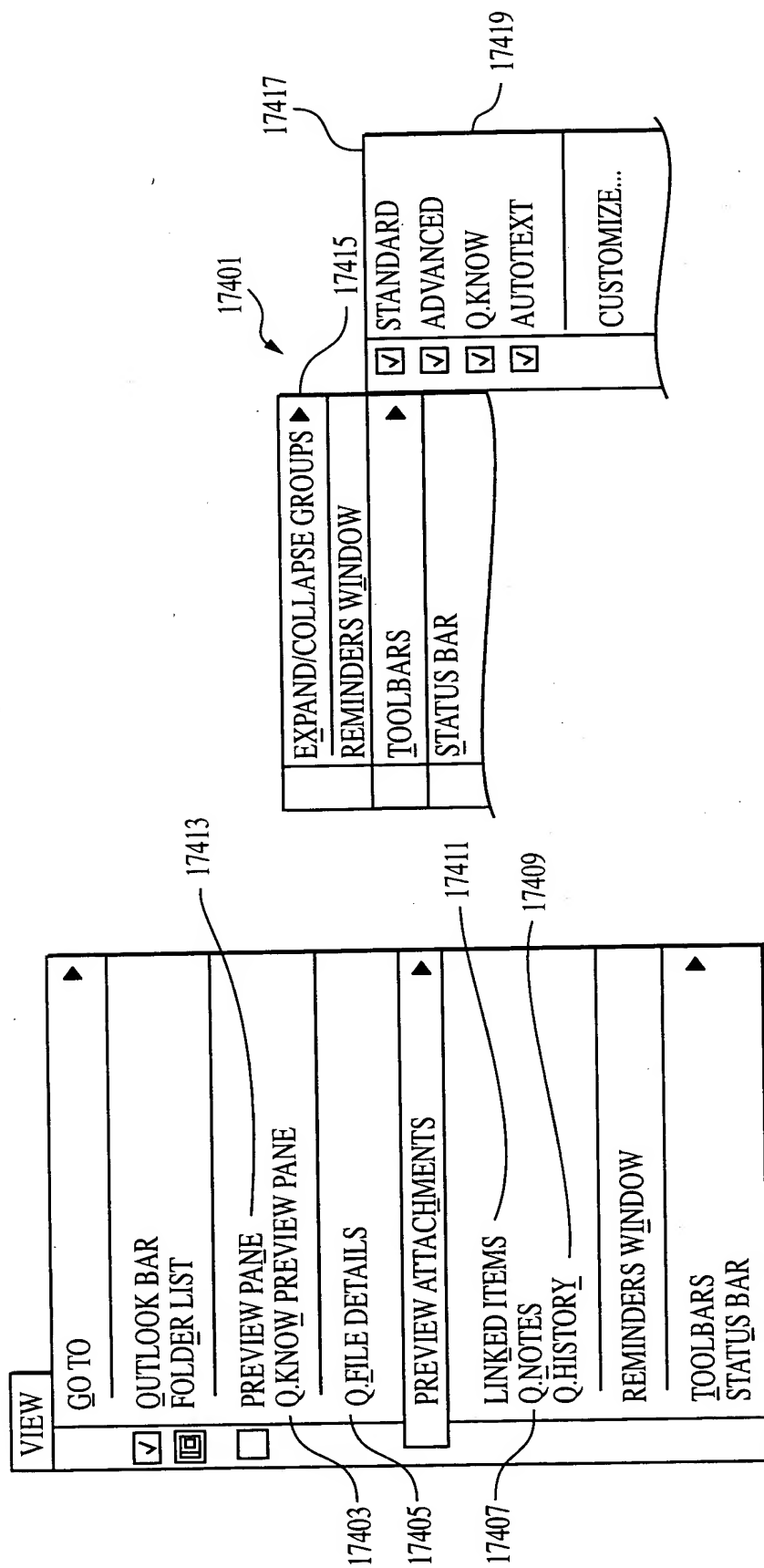


FIG. 174

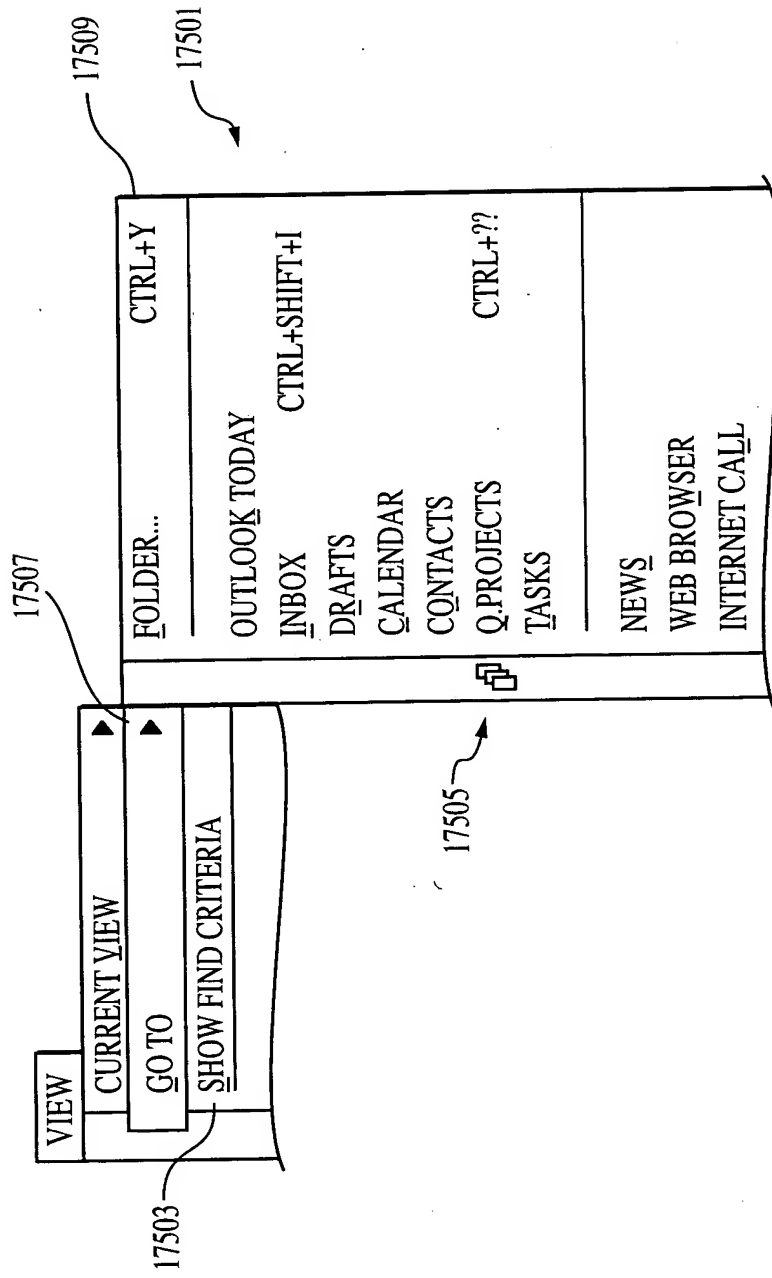


FIG. 175

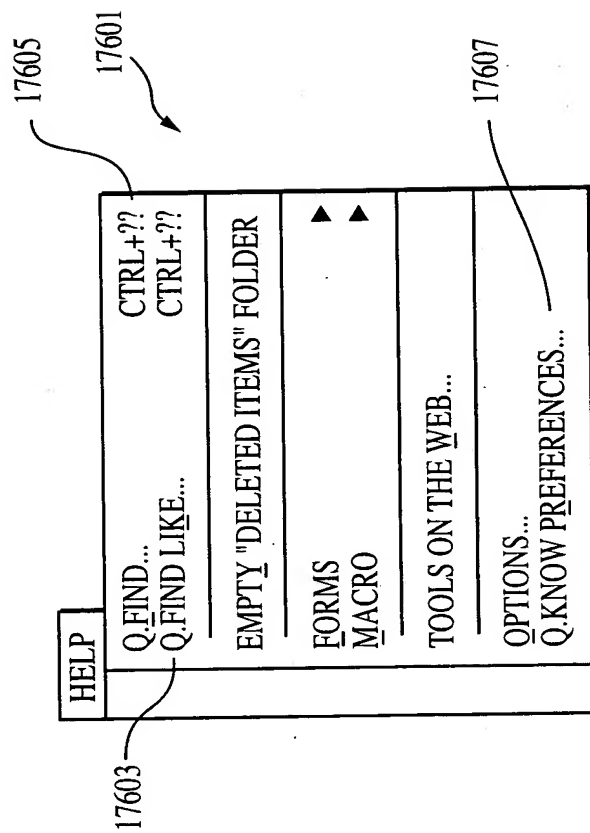


FIG. 176

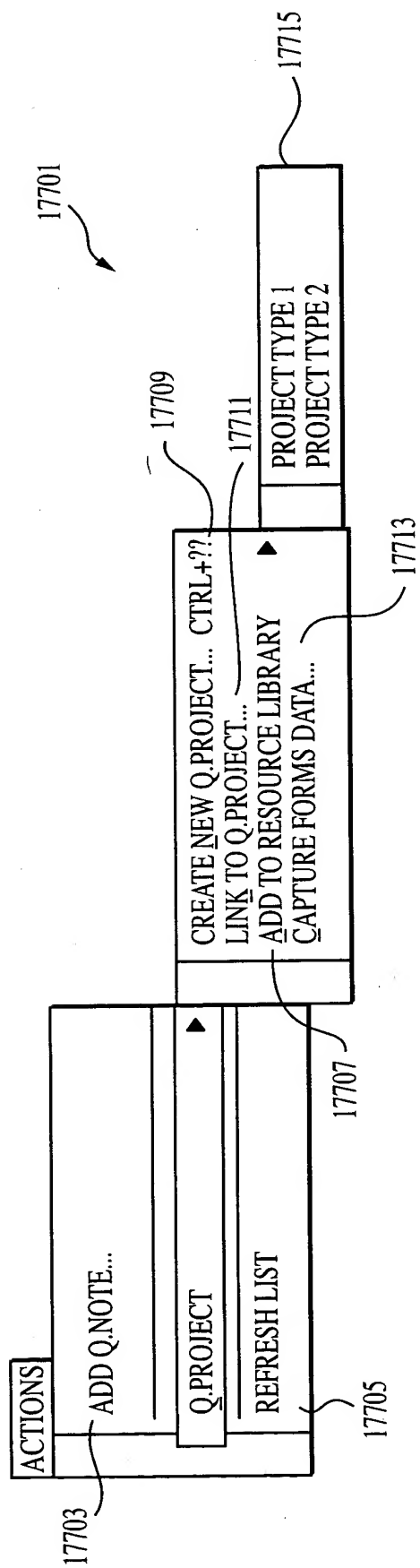


FIG. 177

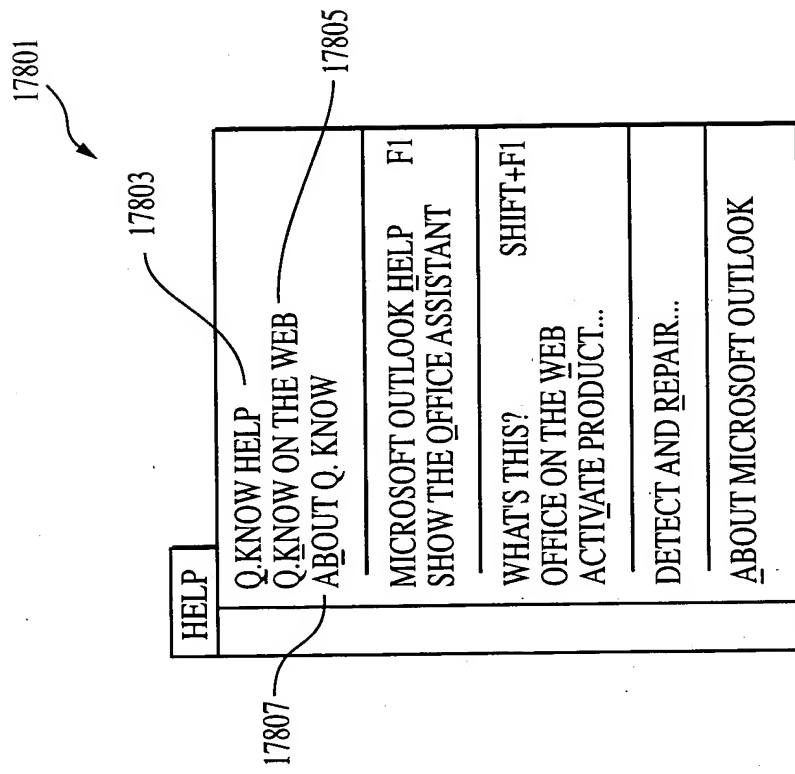


FIG. 178

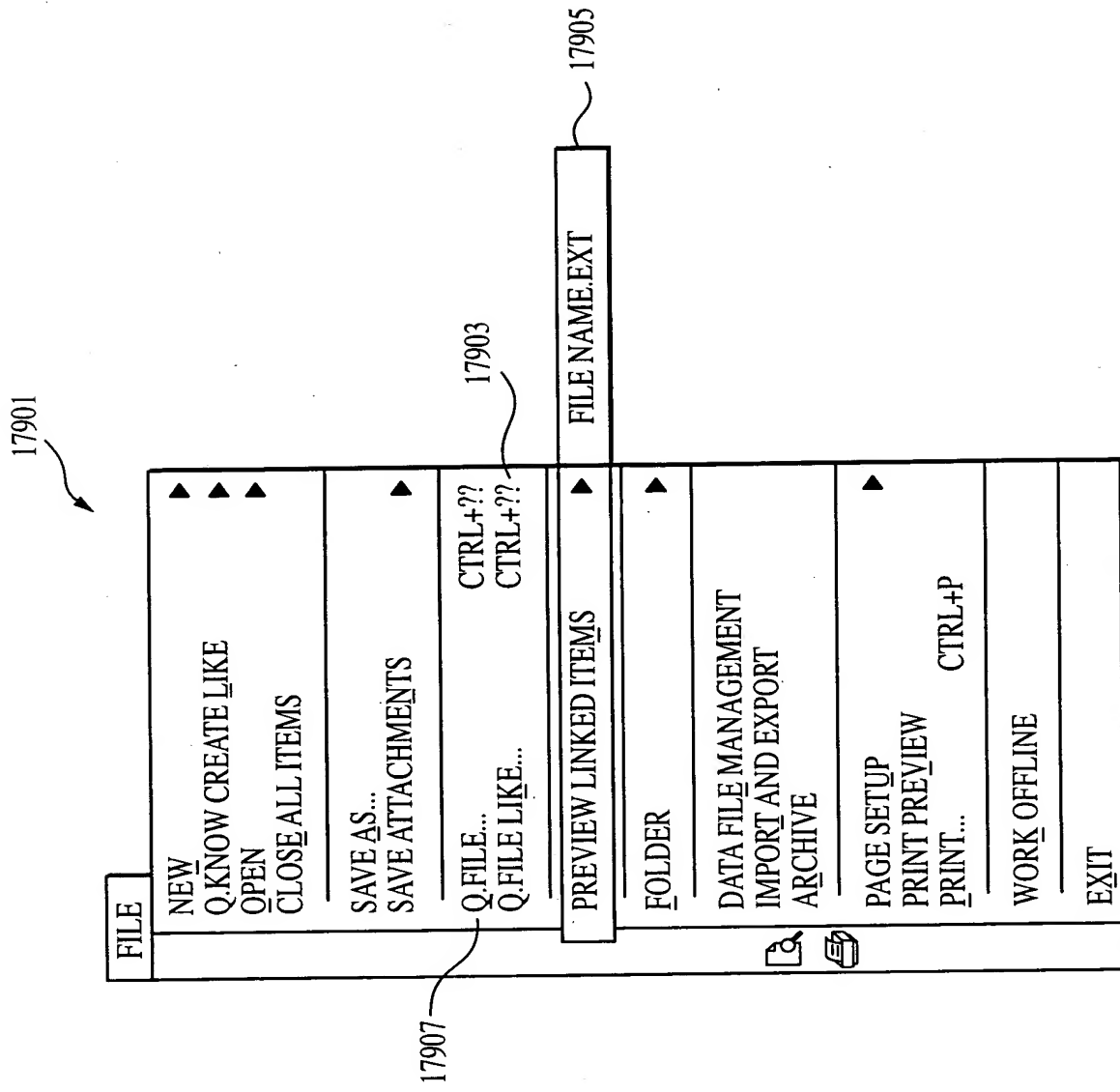


FIG. 179

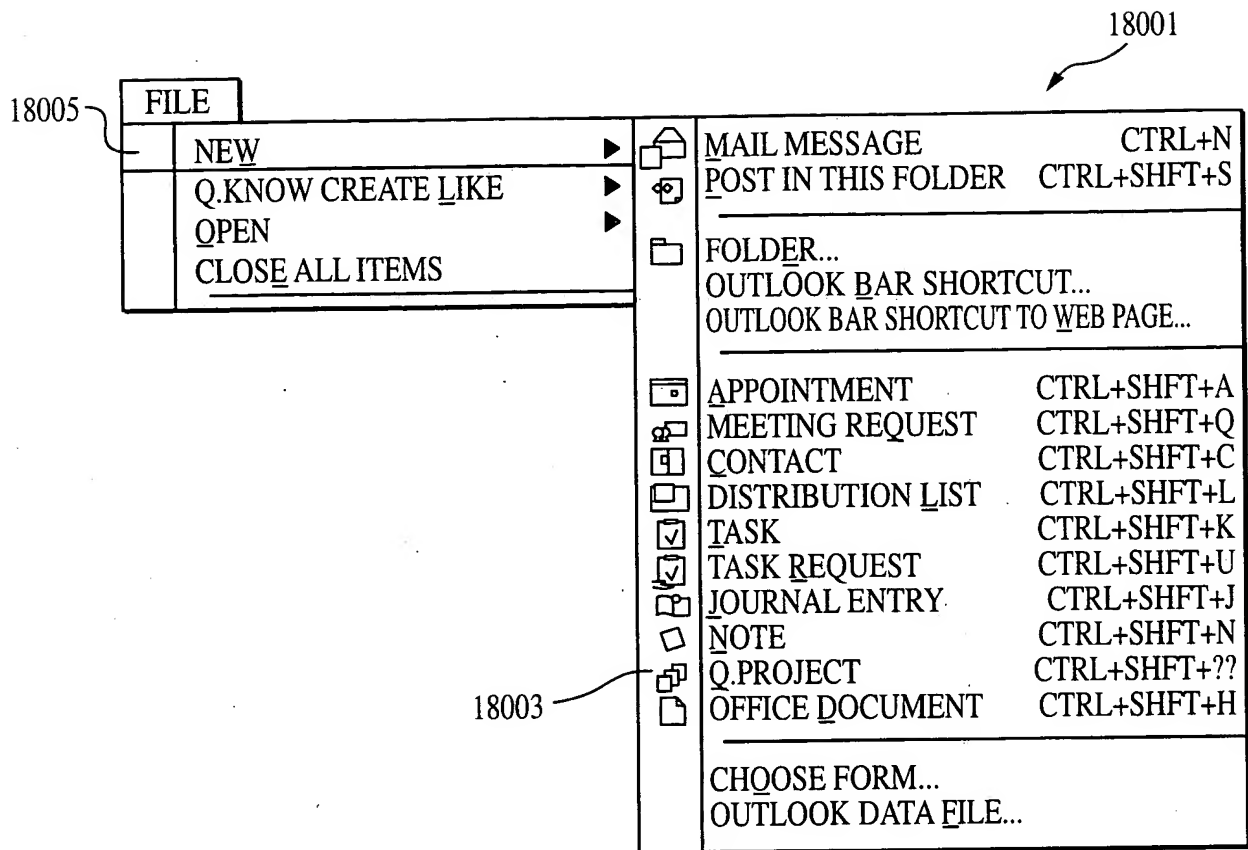


FIG. 180

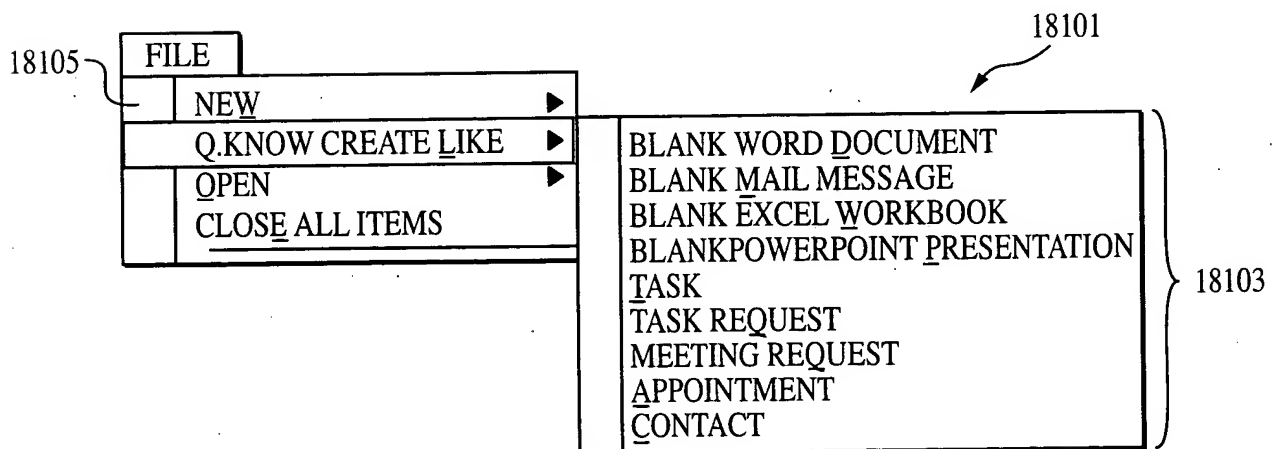


FIG. 181

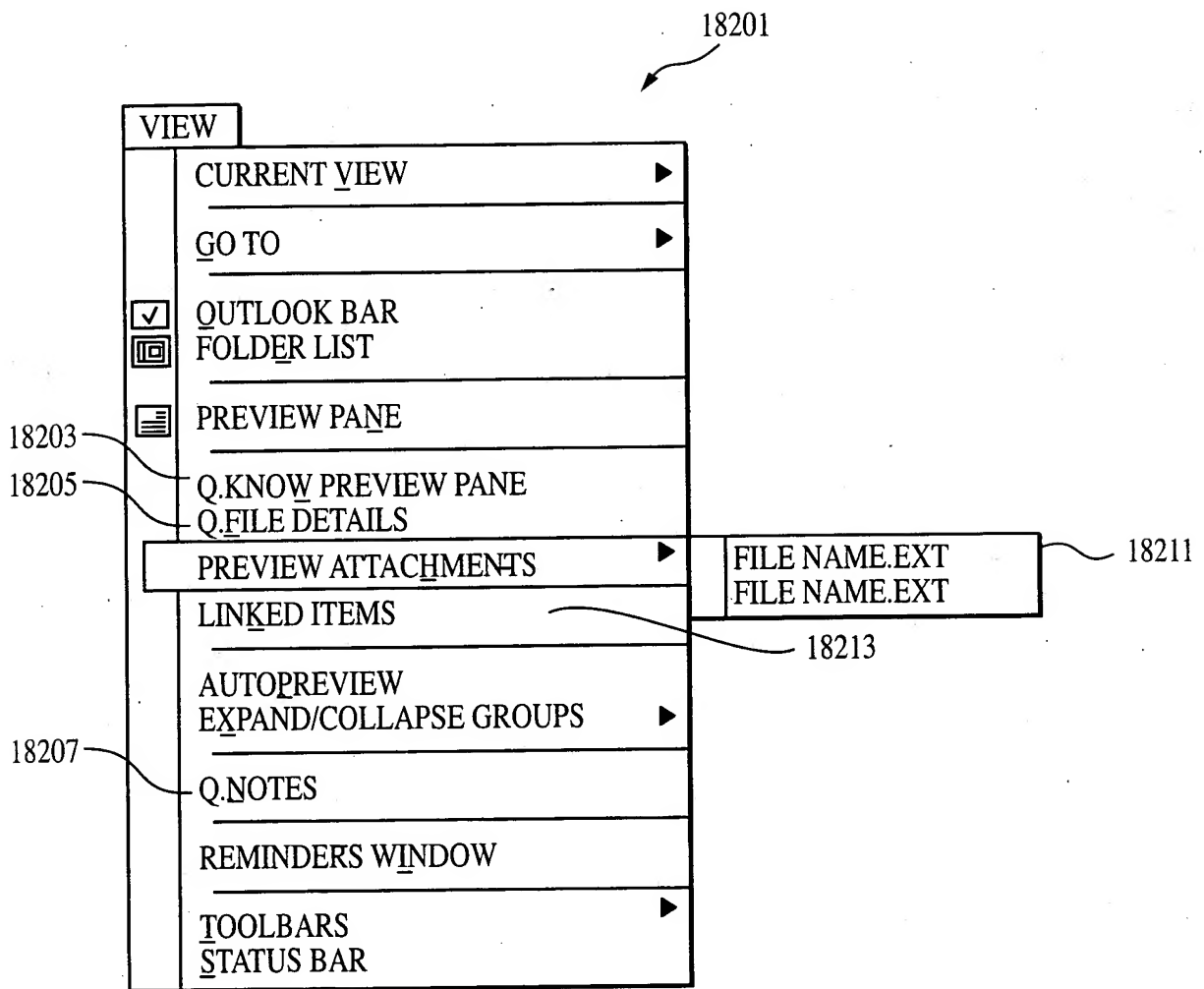


FIG. 182

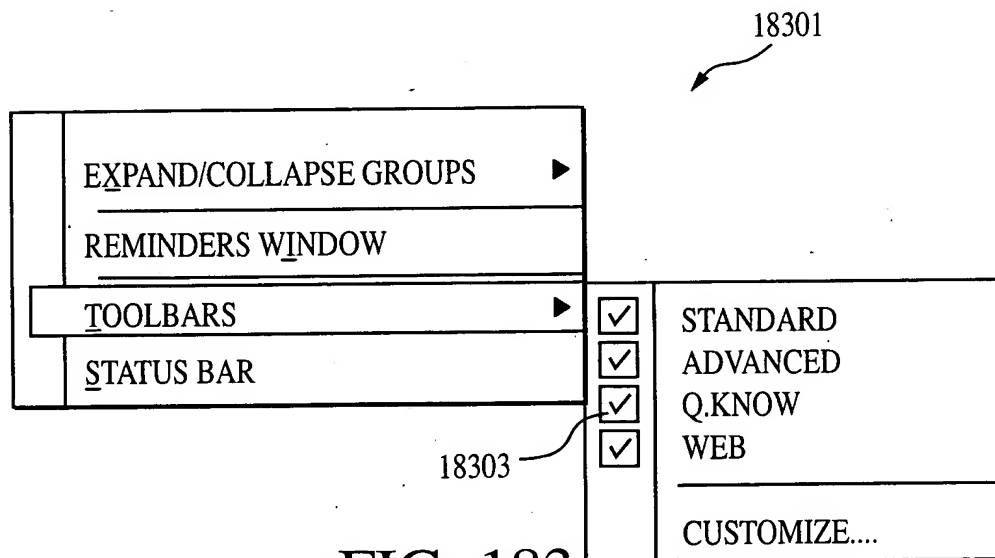


FIG. 183

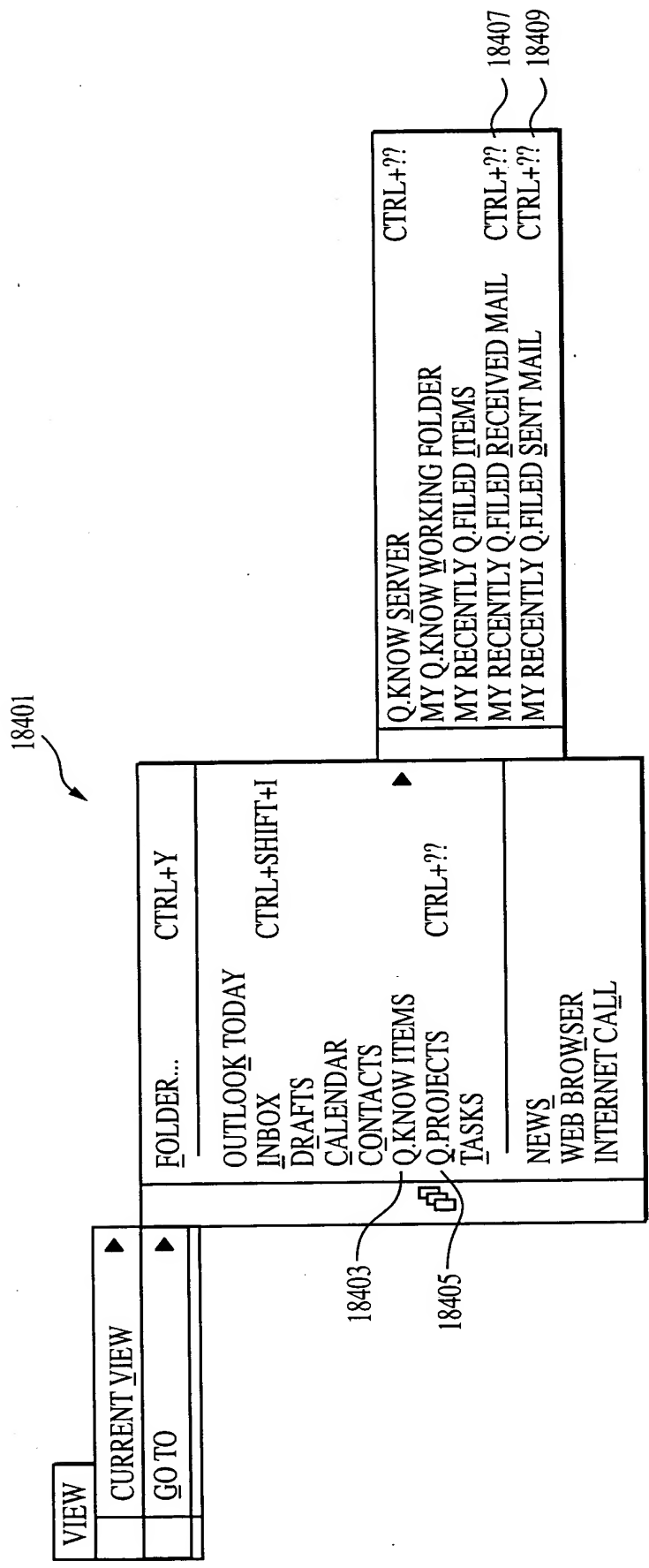


FIG. 184

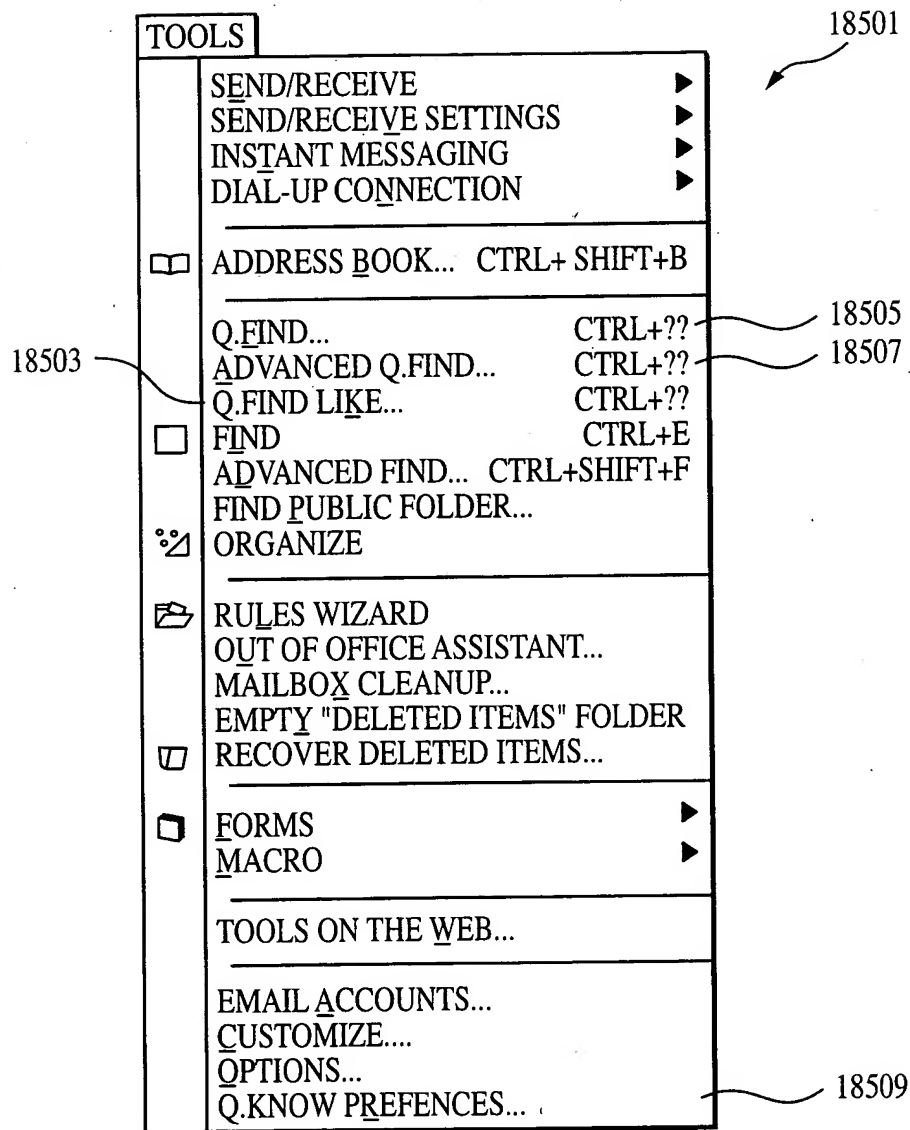


FIG. 185

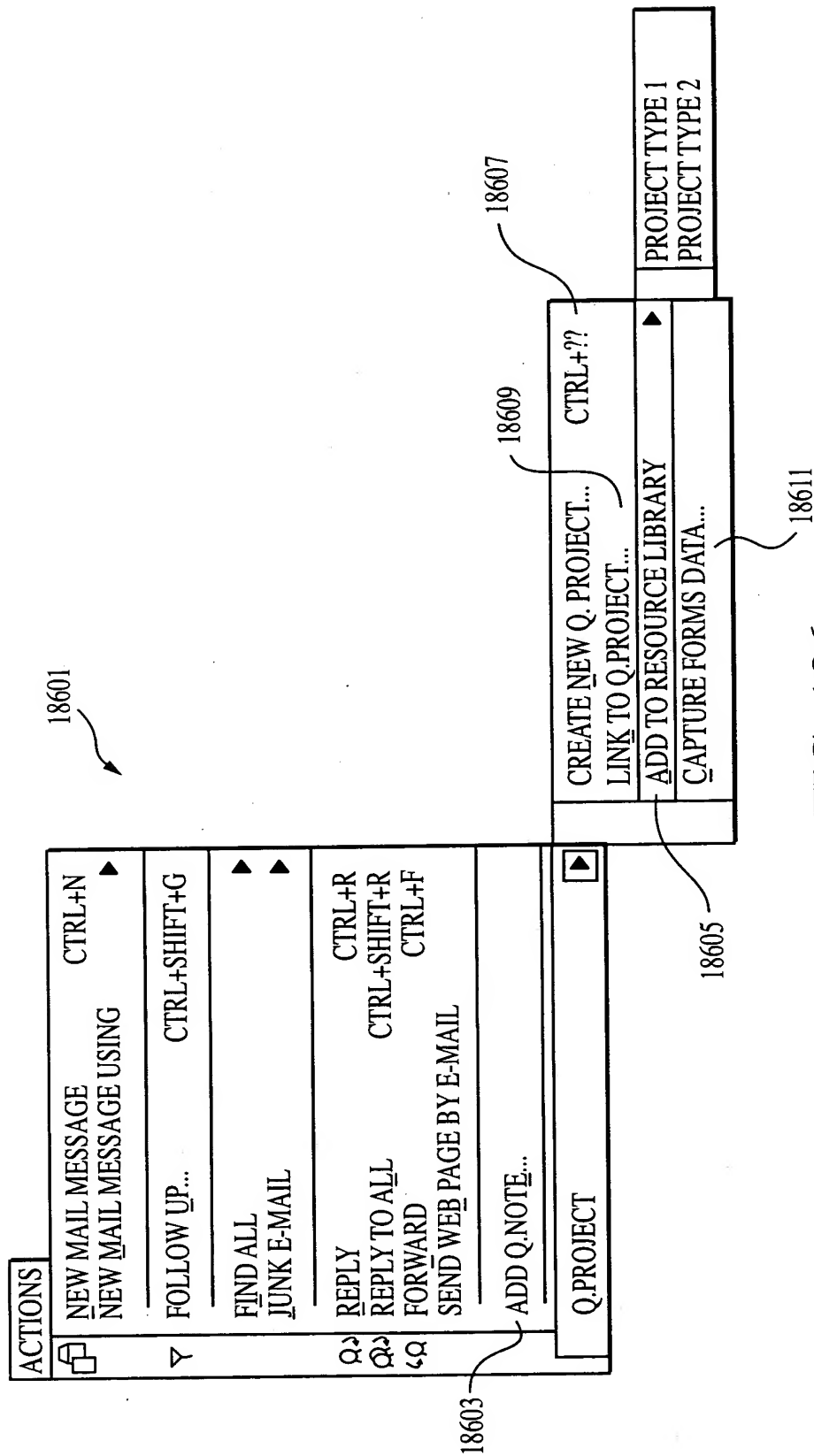


FIG. 186

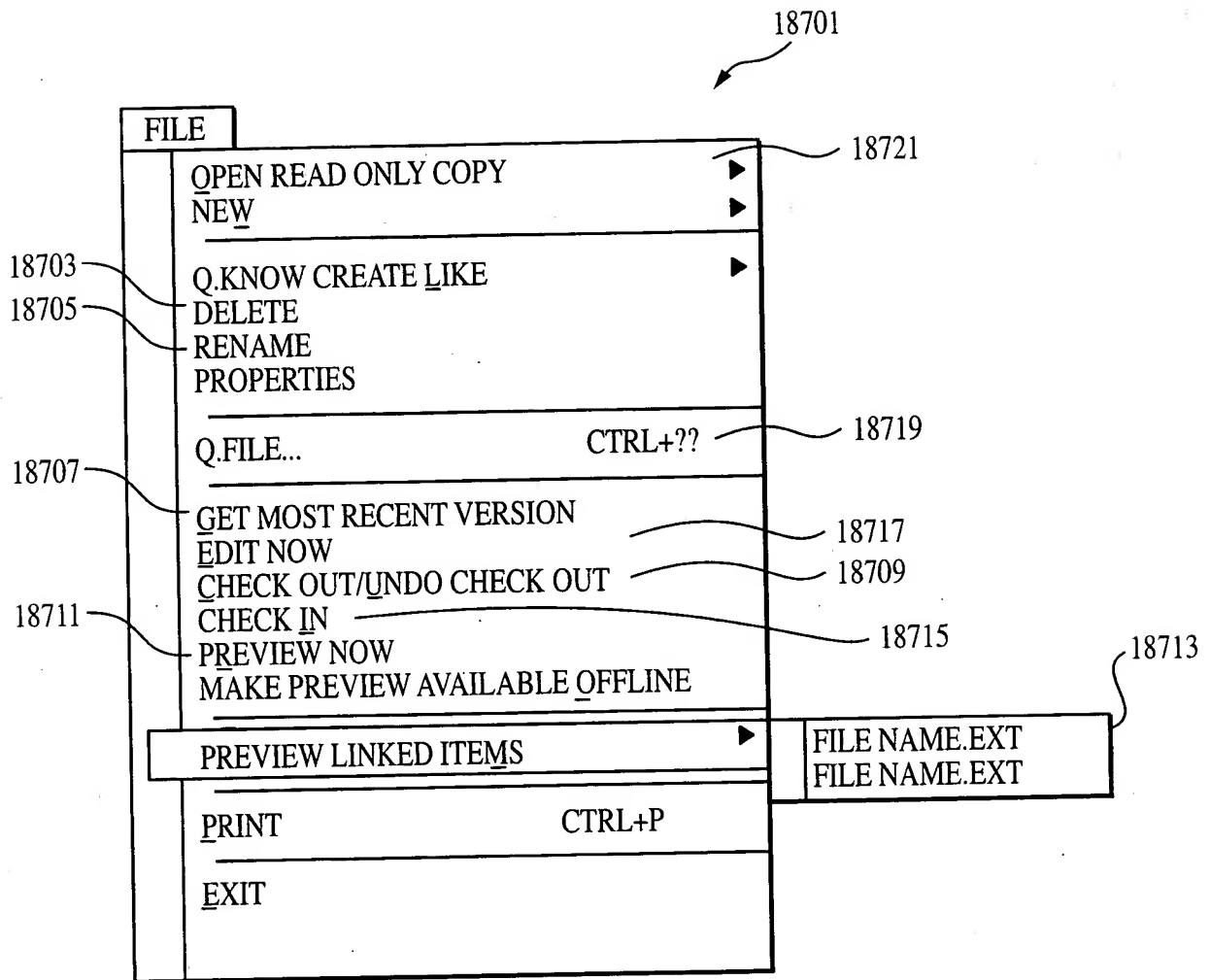


FIG. 187

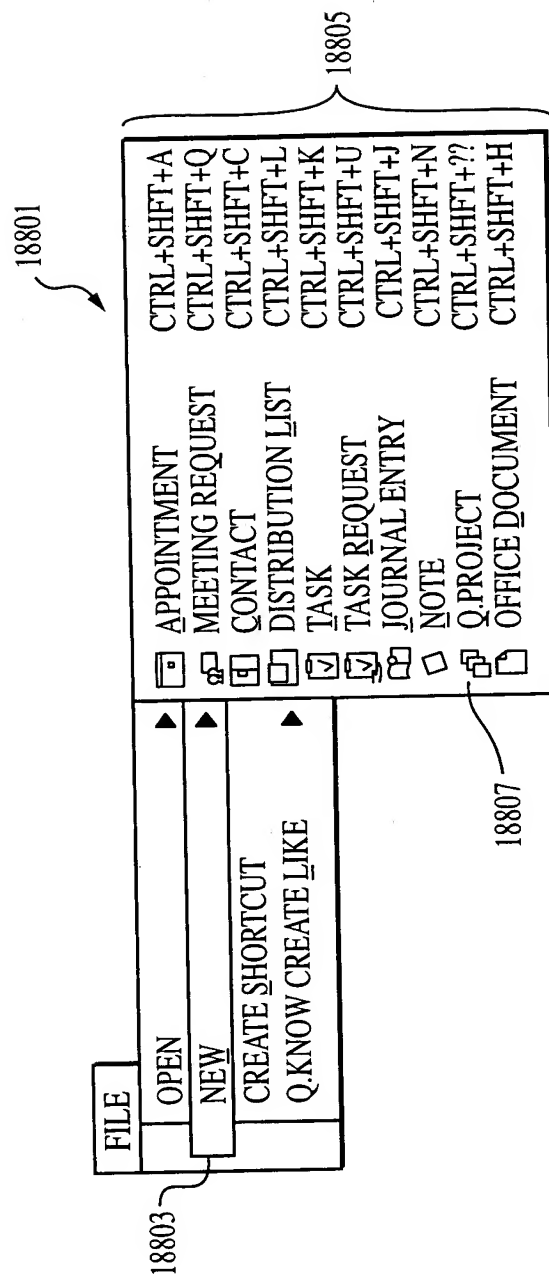


FIG. 188

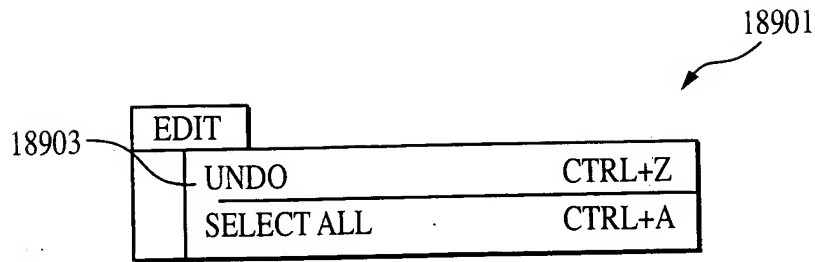


FIG. 189

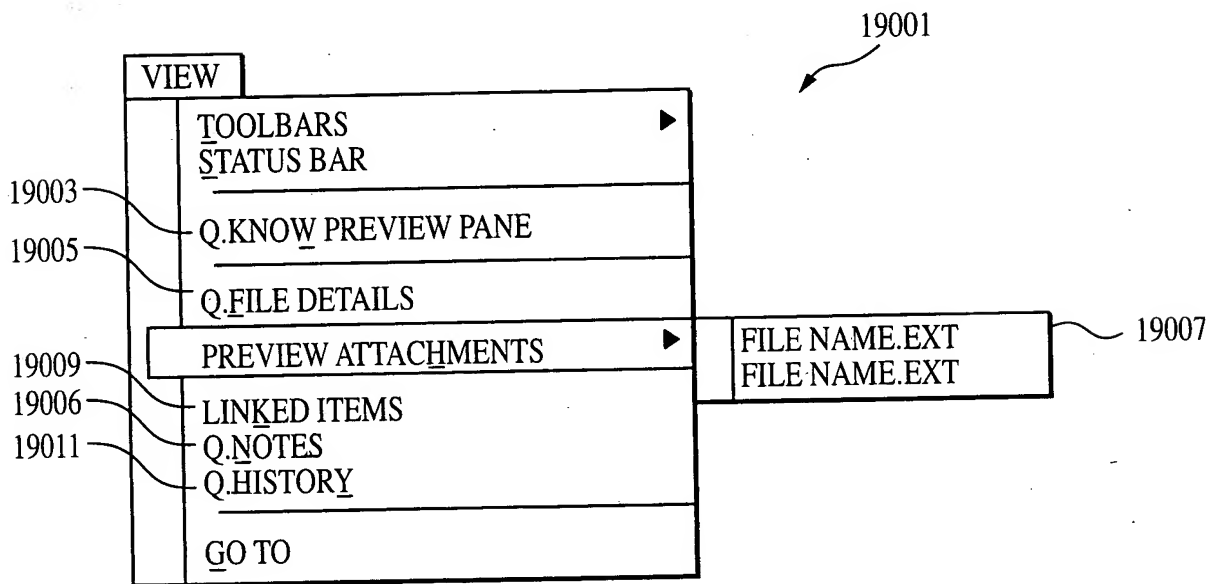


FIG. 190

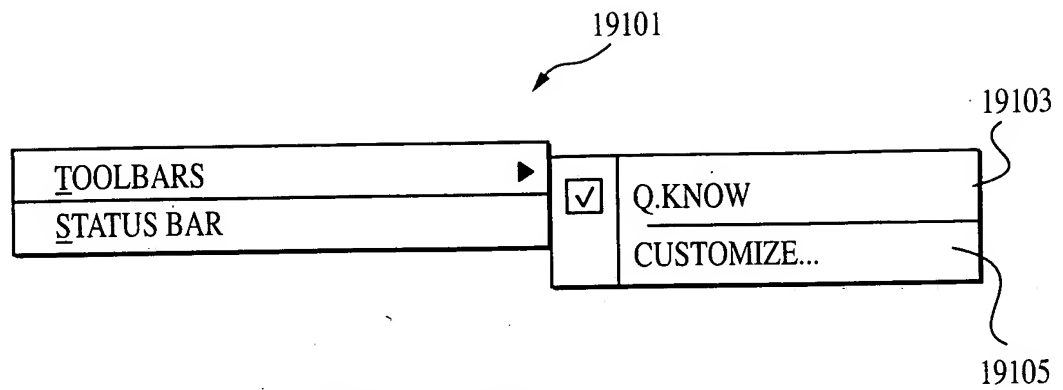


FIG. 191

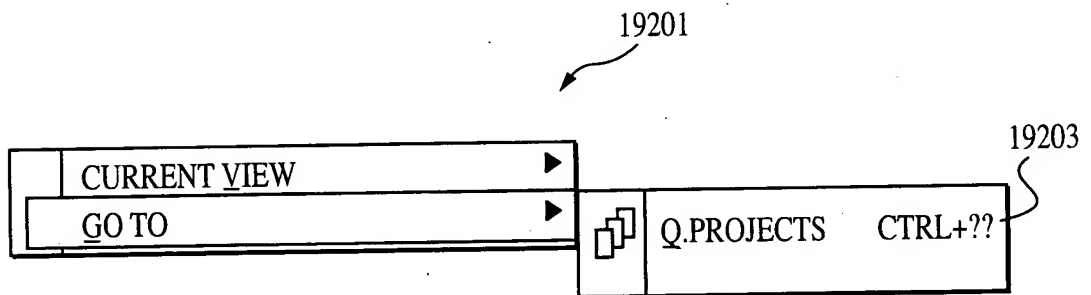


FIG. 192

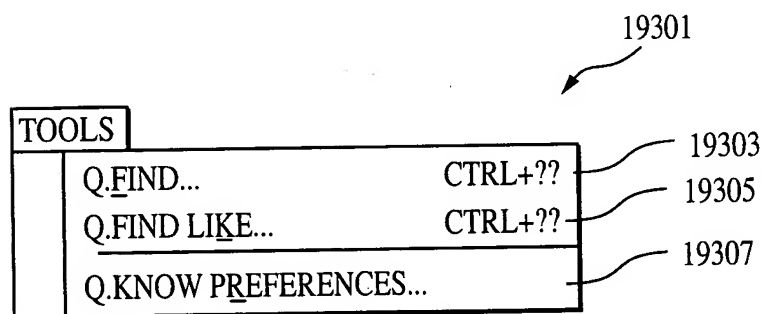


FIG. 193

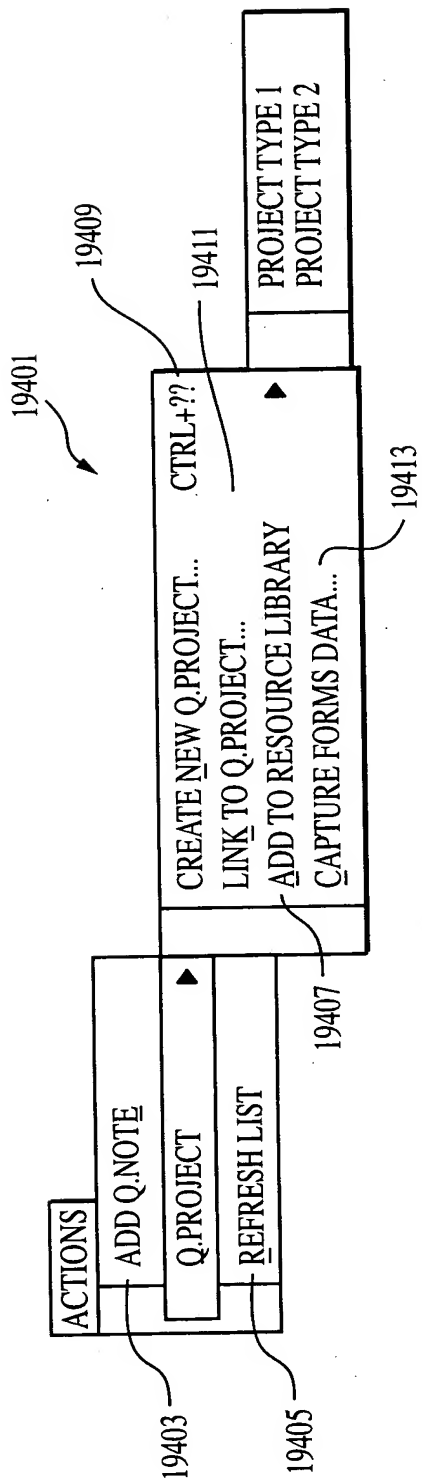


FIG. 194

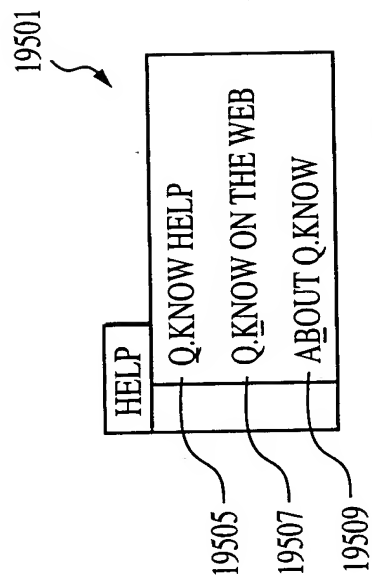


FIG. 195

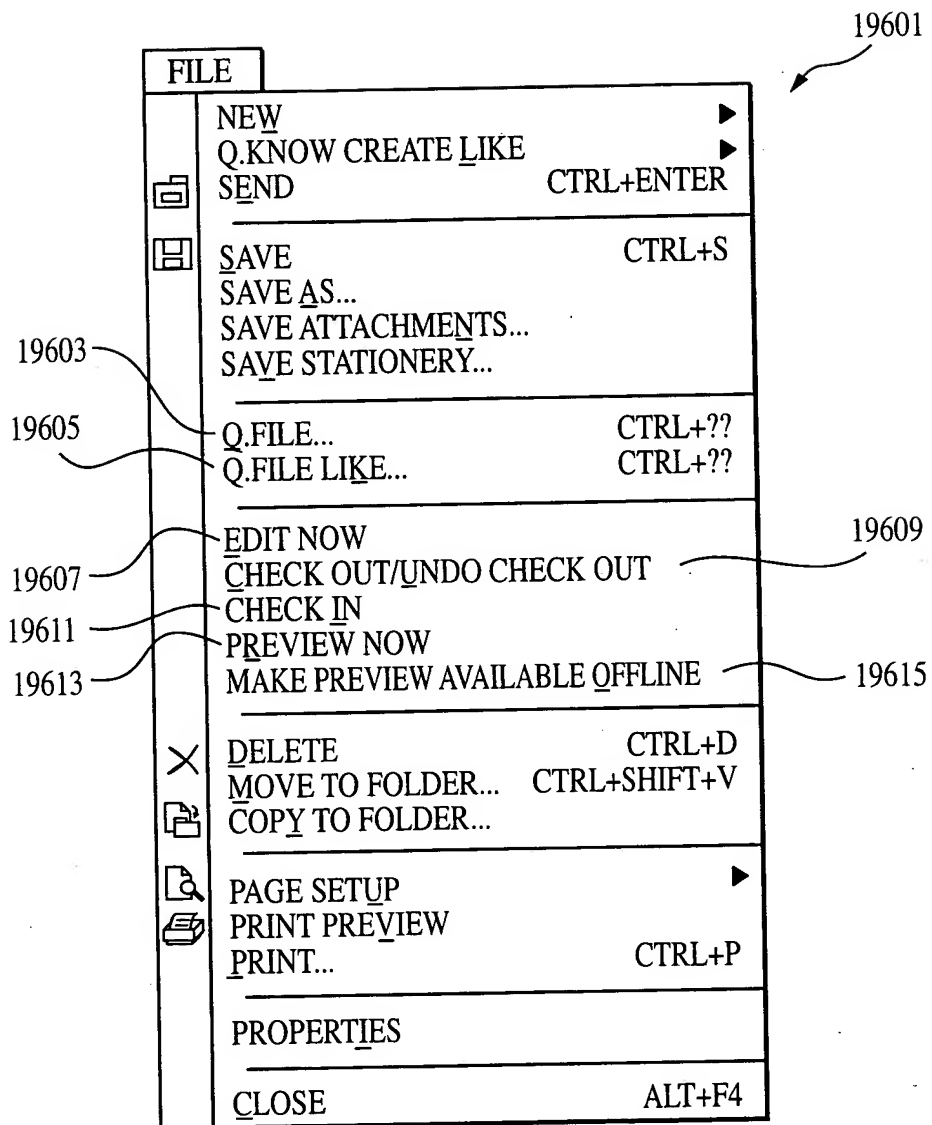


FIG. 196

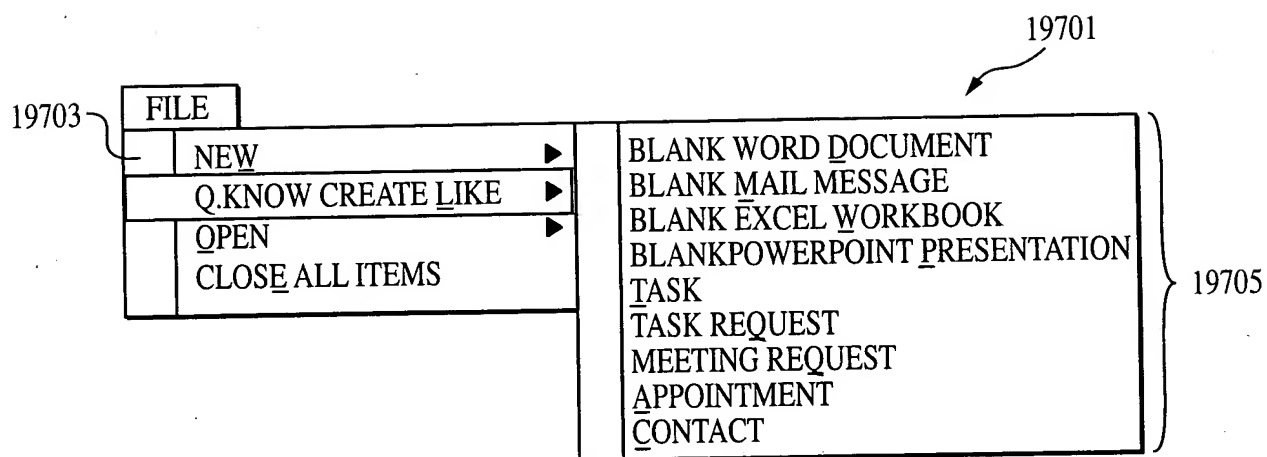


FIG. 197

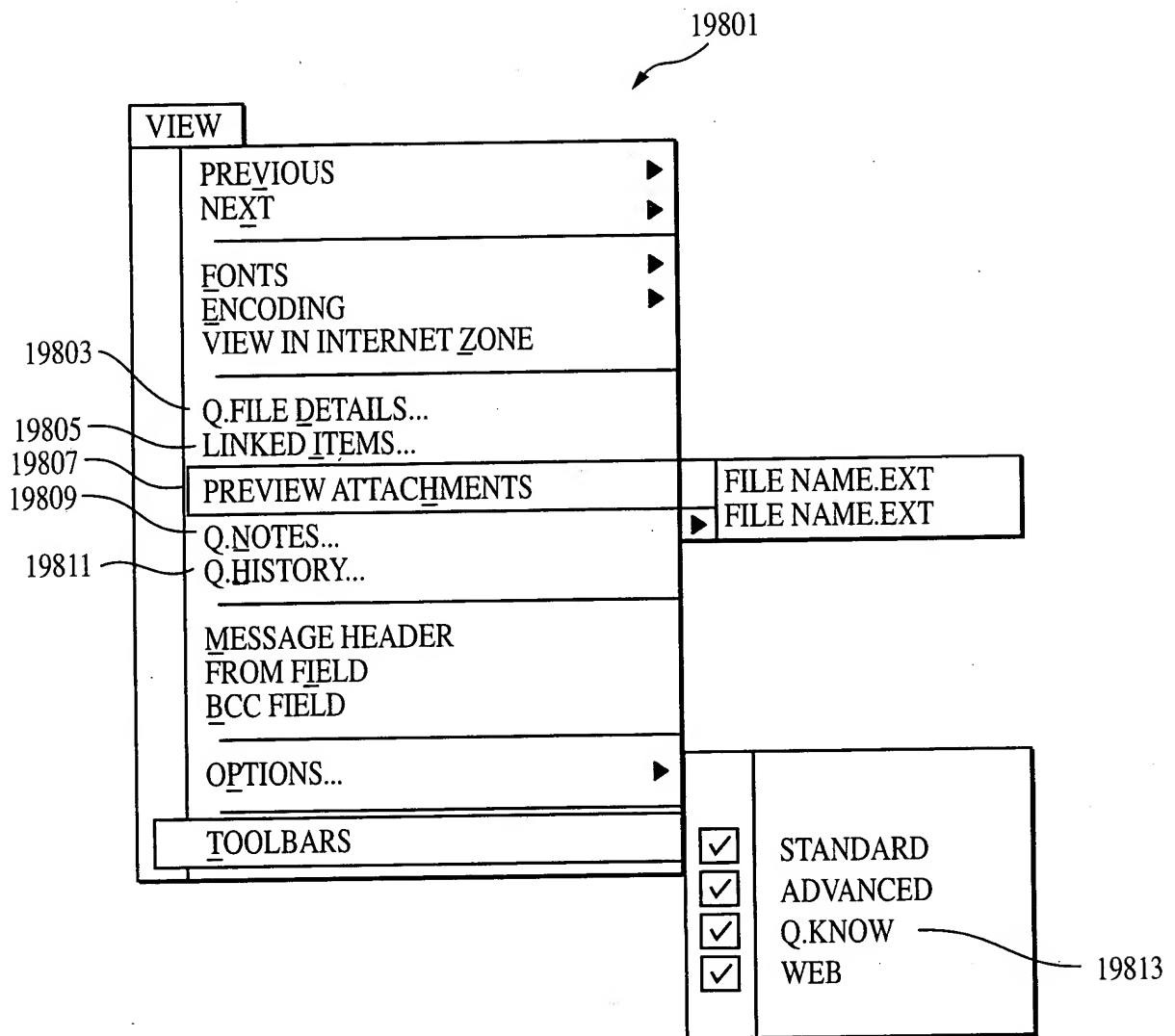


FIG. 198

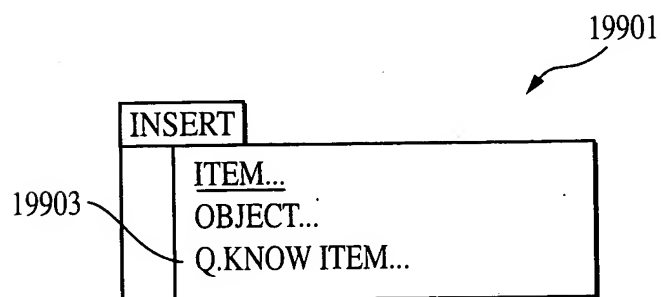


FIG. 199

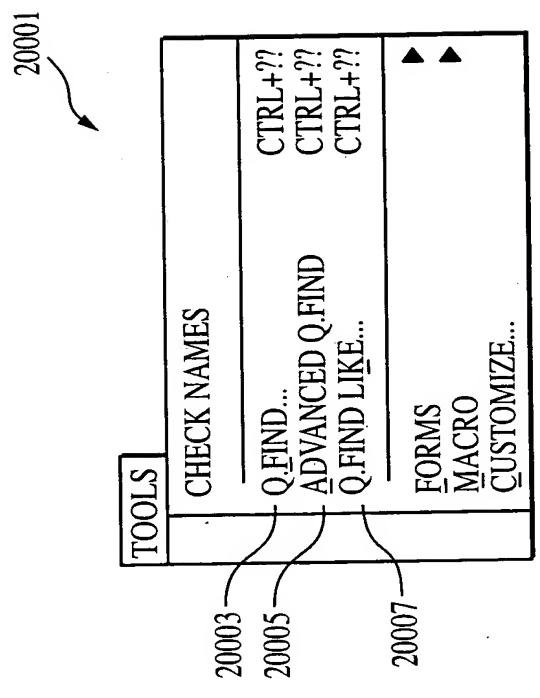


FIG. 200

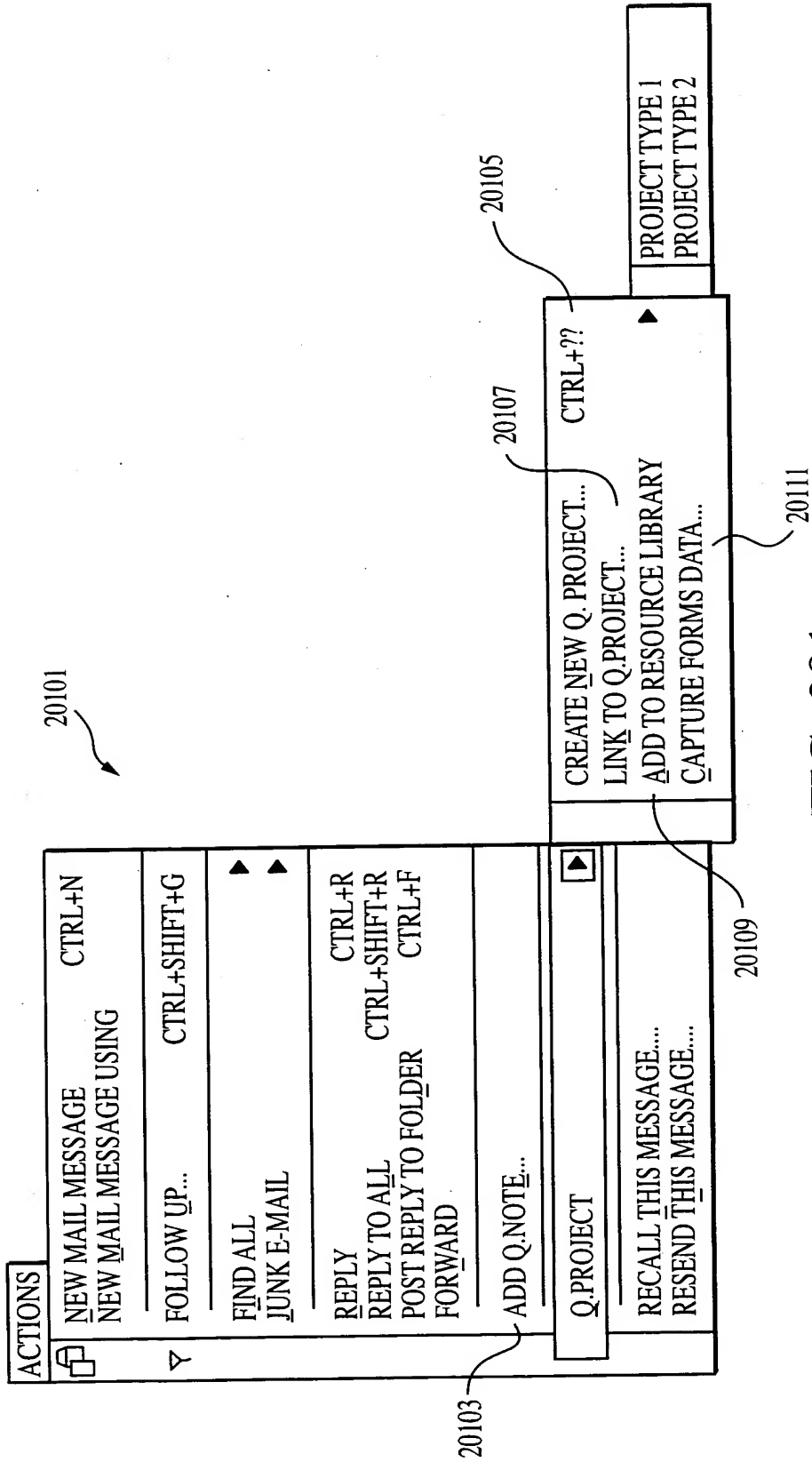


FIG. 201

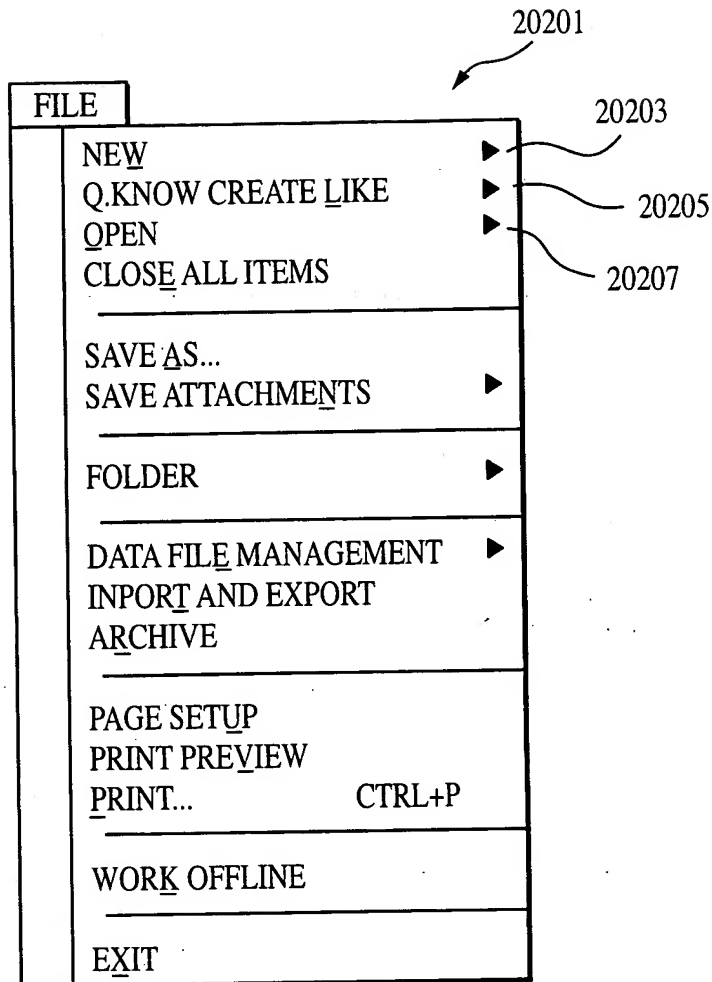


FIG. 202

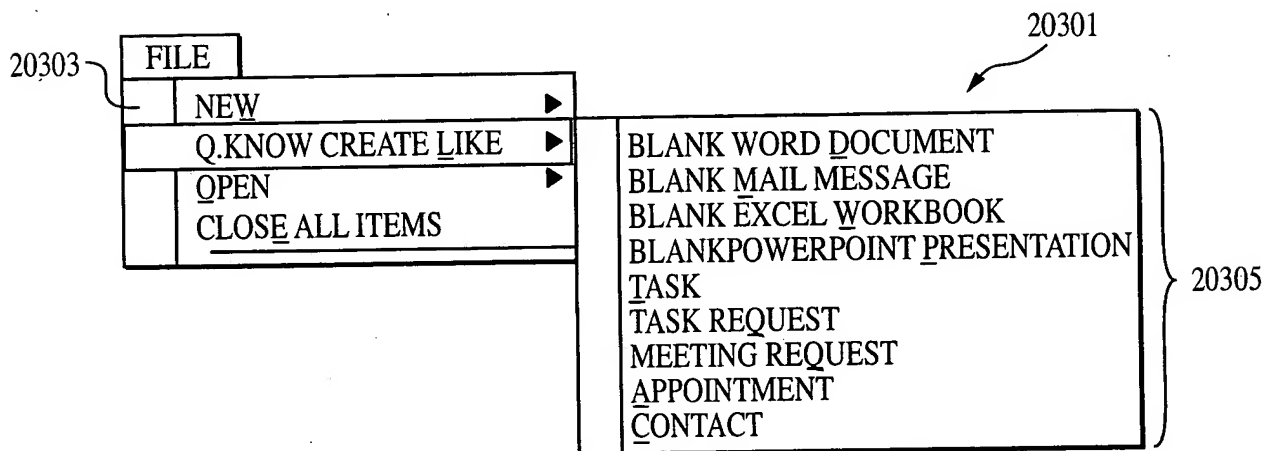


FIG. 203

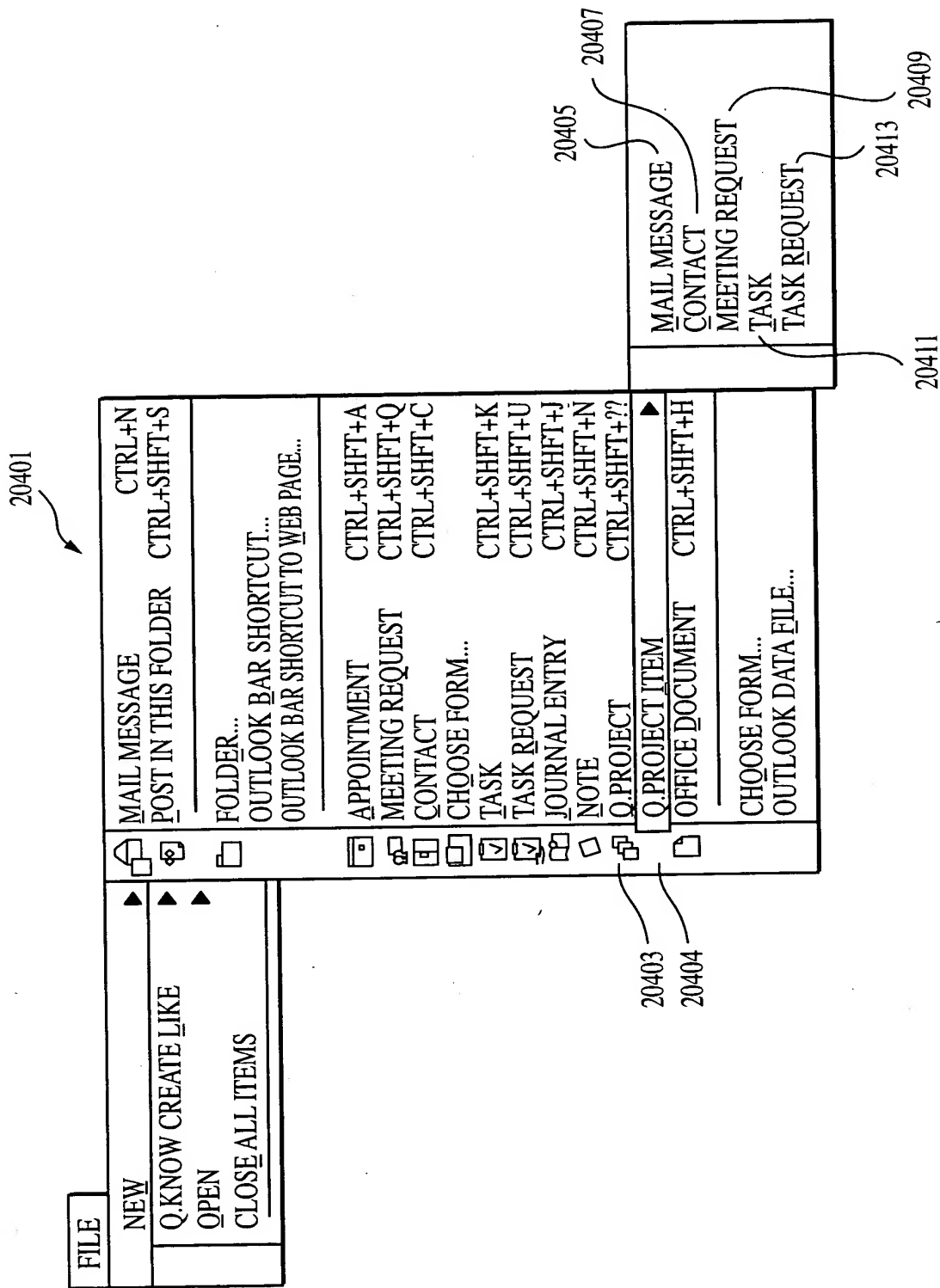


FIG. 204

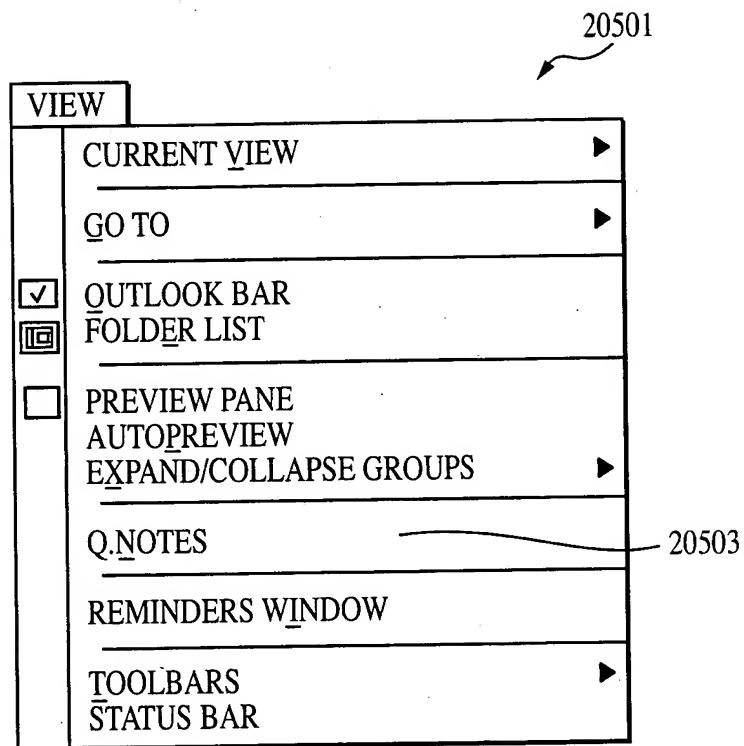


FIG. 205

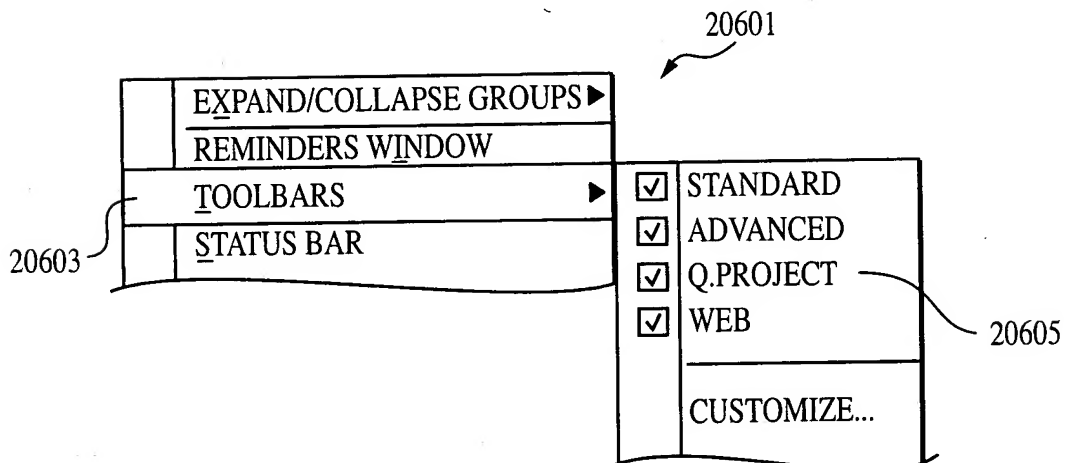


FIG. 206

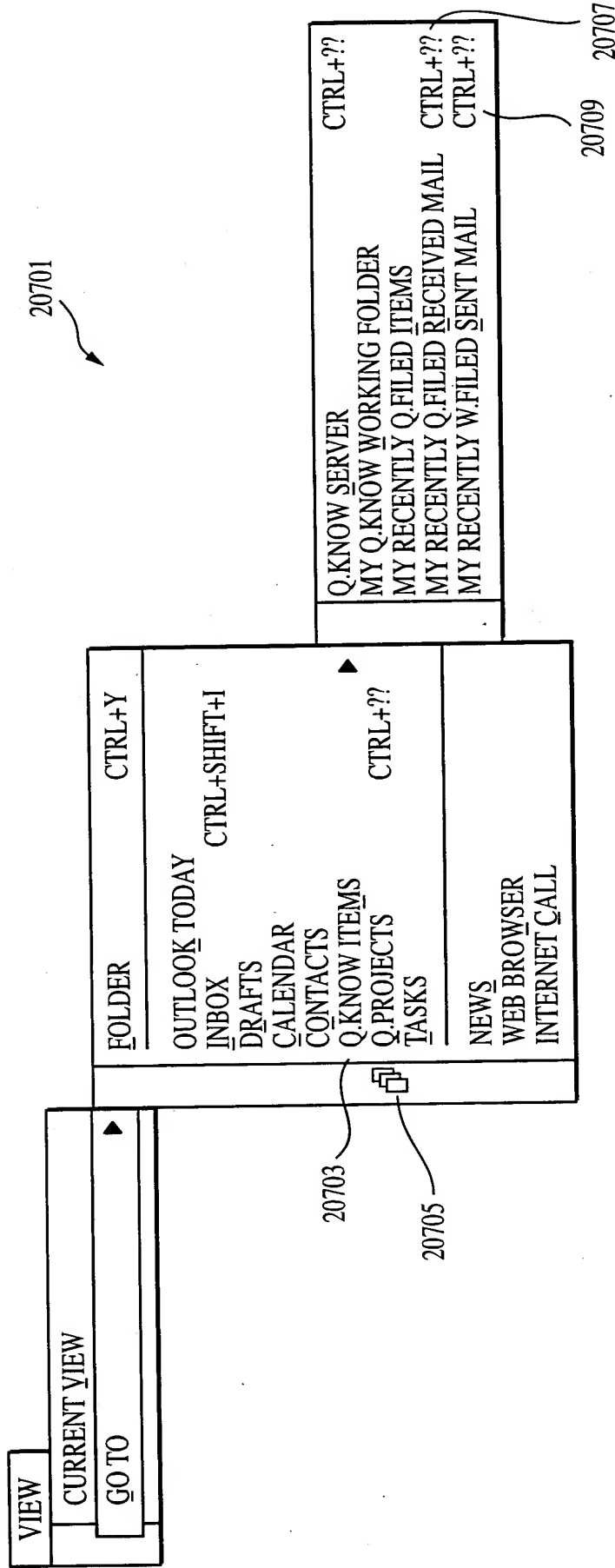


FIG. 207

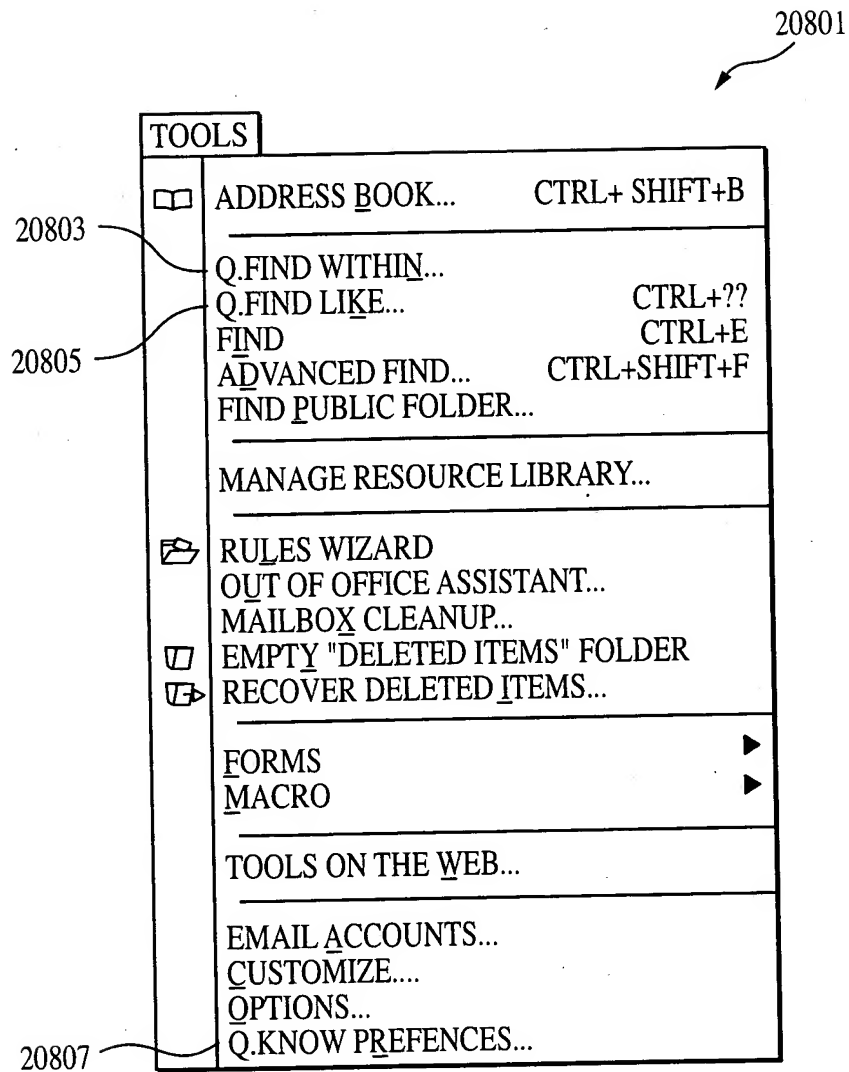


FIG. 208

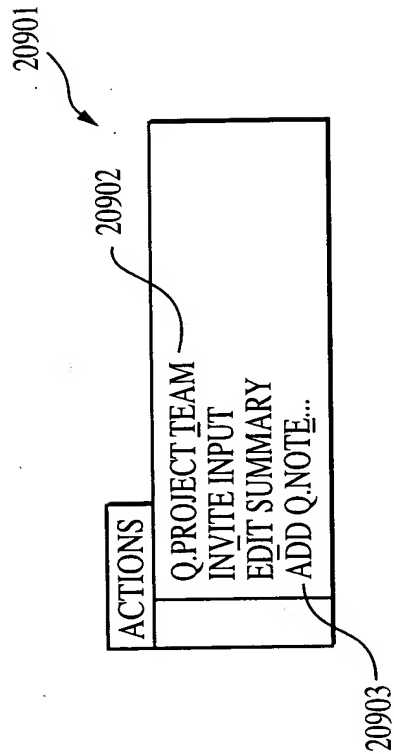


FIG. 209

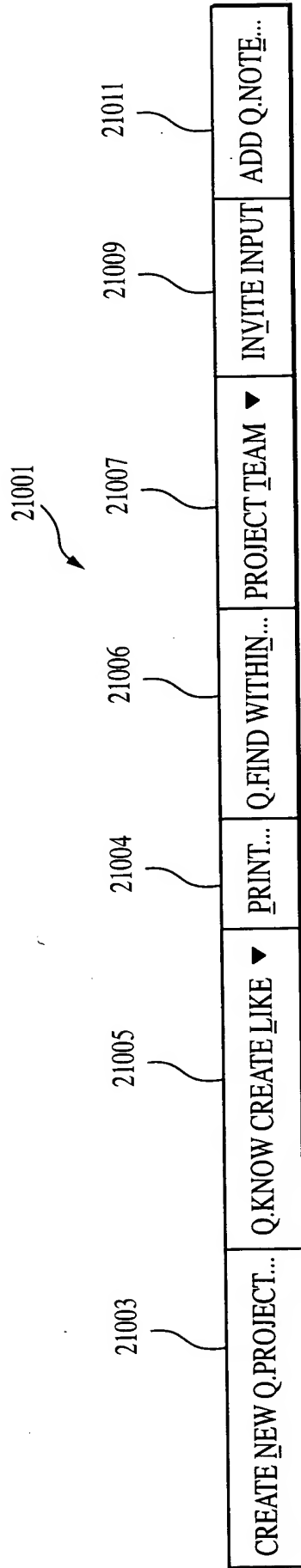


FIG. 210

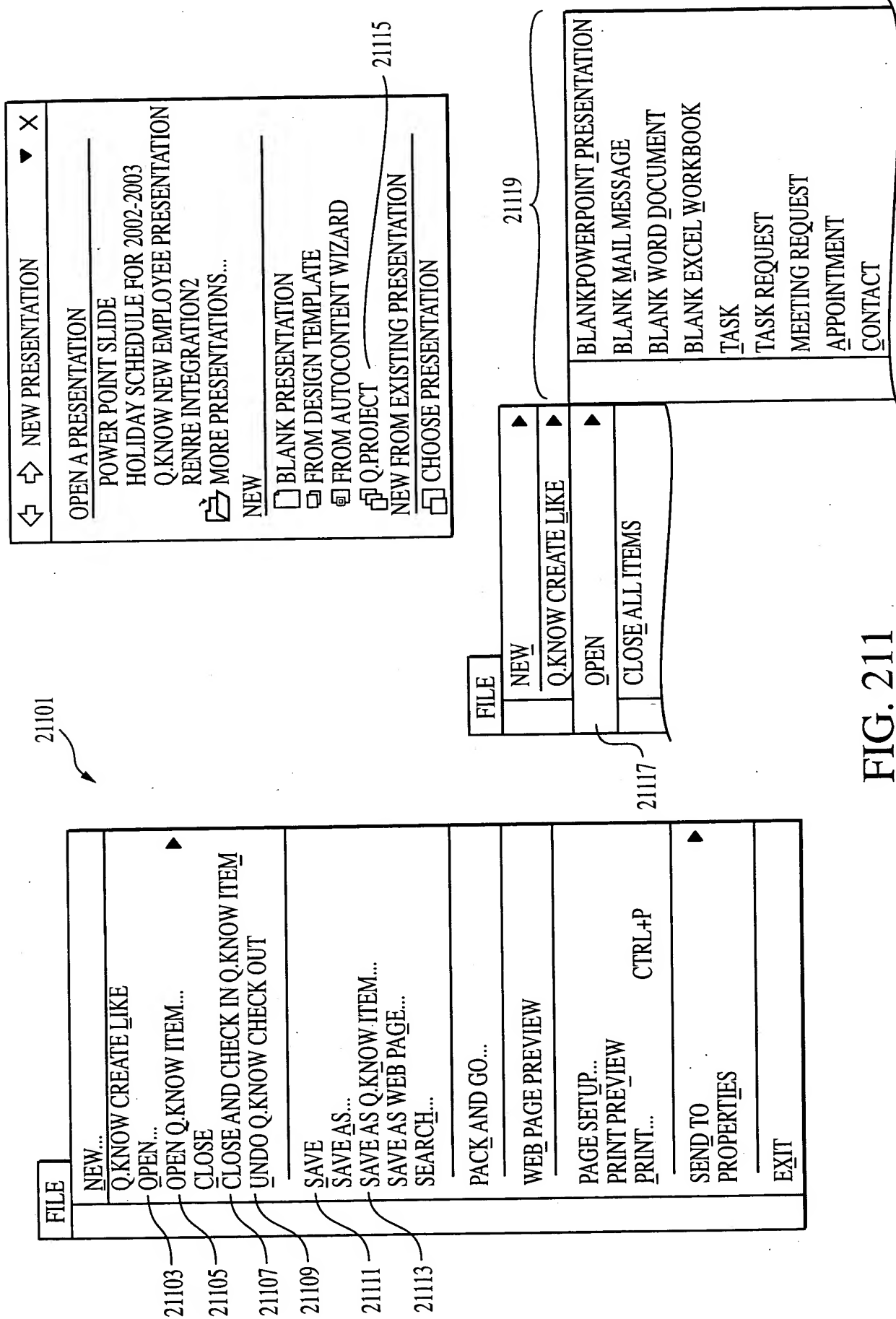


FIG. 211

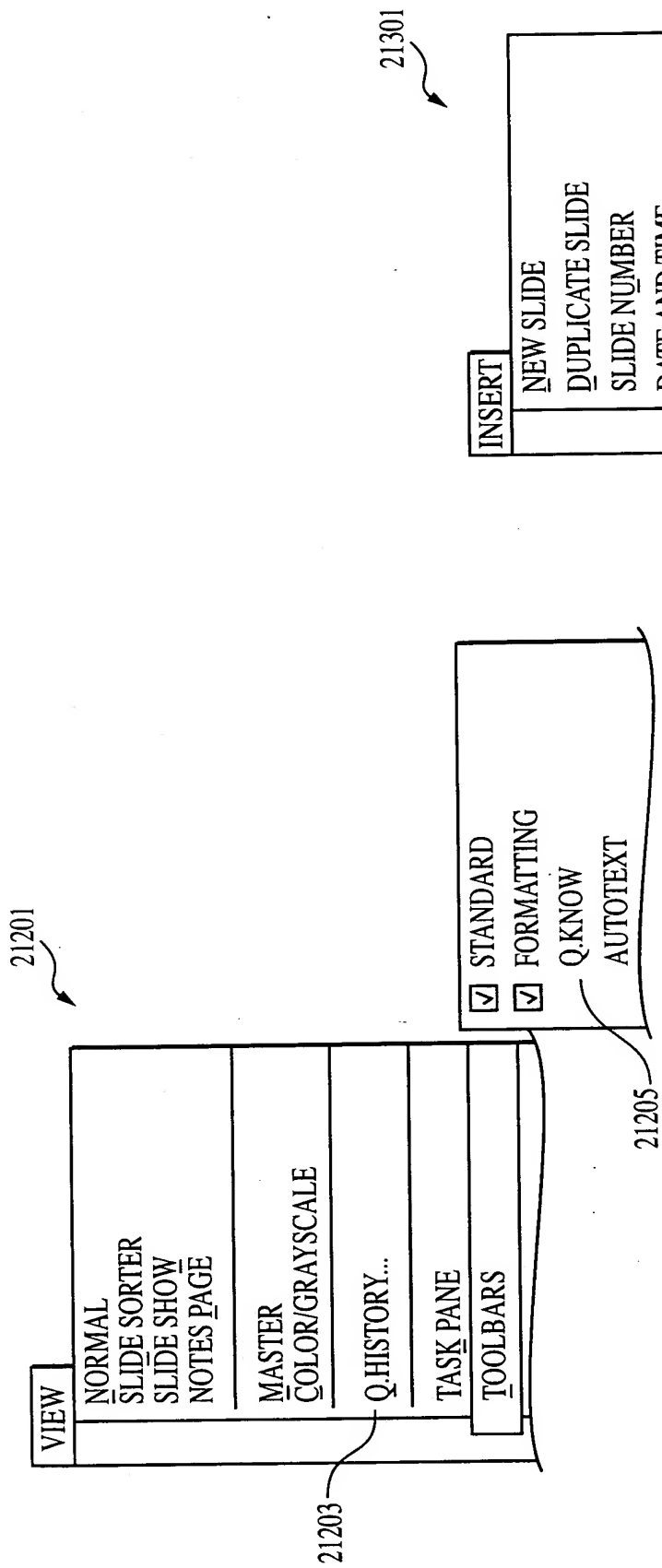


FIG. 212

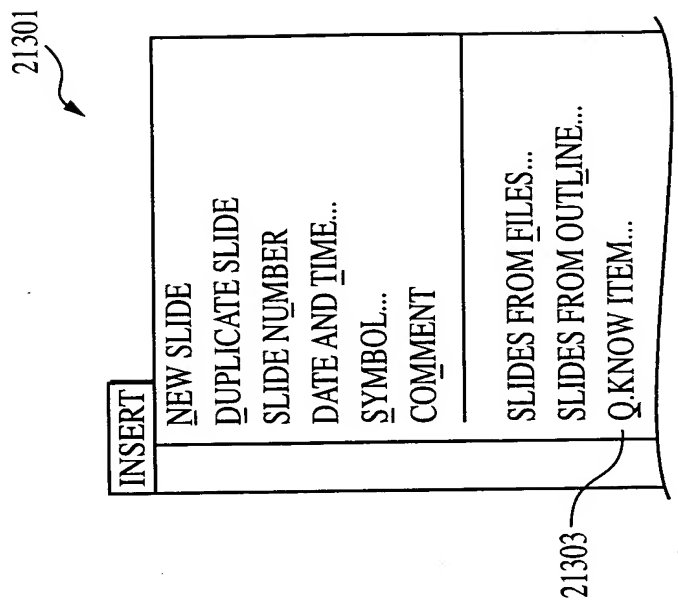


FIG. 213

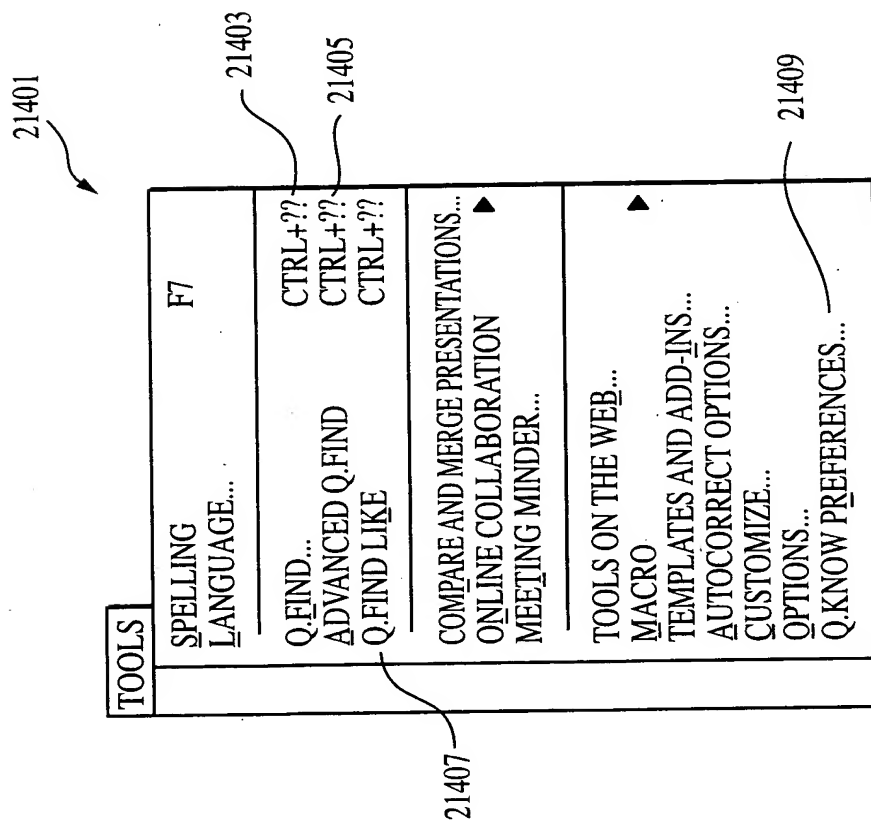


FIG. 214

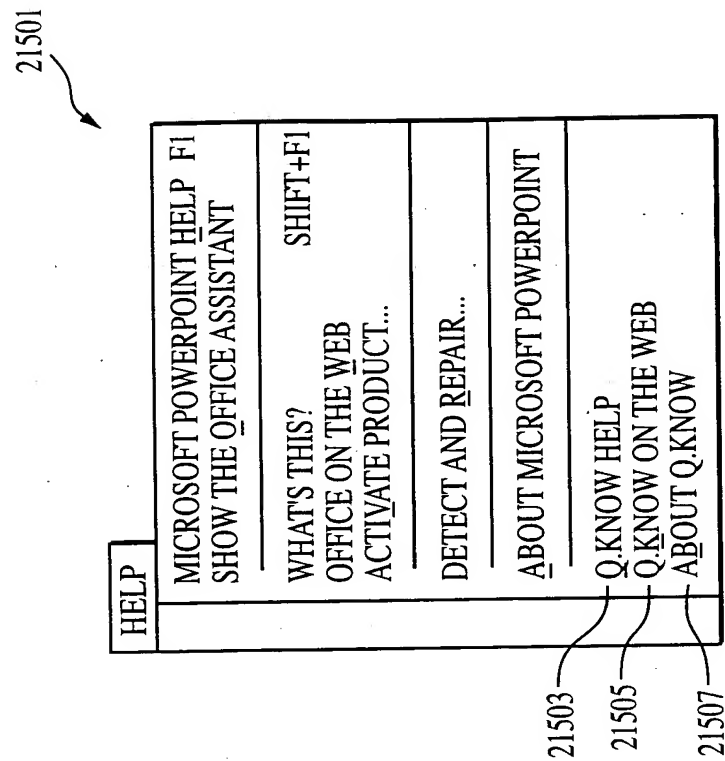


FIG. 215

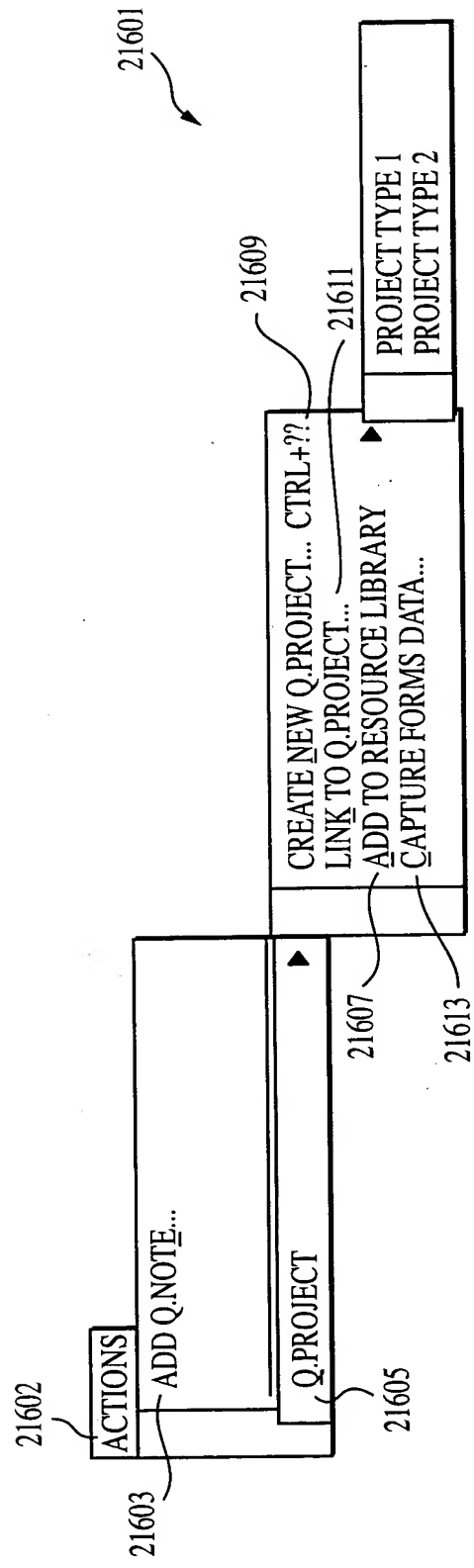


FIG. 216

21701

FILE	
NEW...	
Q.KNOW CREATE LIKE	▶
OPEN...	
OPEN Q.KNOW ITEM...	
CLOSE	
CLOSE AND CHECK IN Q.KNOW ITEM	
UNDO Q.KNOW CHECK OUT	
SAVE	
SAVE AS...	
SAVE AS Q.KNOW ITEM...	
SAVE AS WEB PAGE...	
SEARCH...	
WEB PAGE PREVIEW	
PAGE SETUP...	
PRINT PREVIEW	
PRINT...	CTRL+P
SEND TO PROPERTIES	▶
EXIT	

21703
21705
21707
21709
21711
21713

↔	NEW WORKBOOK	▼ X
OPEN A WORKBOOK		
Q.KNOW_REL1_MESSAGES		
V1 MASTER COMMAND LIST (REVIA)		
USABILITY DELIVERABLES6		
USABILITY DELIVERABLES		
MORE WORKBOOKS...		
NEW		
BLANK WORKBOOK		
Q.PROJECT		
NEW FROM EXISTING WORKBOOK		
CHOOSE WORKBOOK...		
NEW FROM TEMPLATE		
GENERAL TEMPLATES...		
TEMPLATES ON MY WEB SITES...		
TEMPLATES ON MICROSOFT.COM		

21715

21719

FILE	
NEW...	▶
Q.KNOW CREATE LIKE	▶
OPEN...	▶
CLOSE ALL ITEMS.	

BLANK EXCEL WORKBOOK
BLANK MAIL MESSAGE
BLANK WORD DOCUMENT
BLANK POWERPOINT PRESENTATION
TASK
TASK REQUEST
MEETING REQUEST
APPOINTMENT
CONTACT

21717

FIG. 217

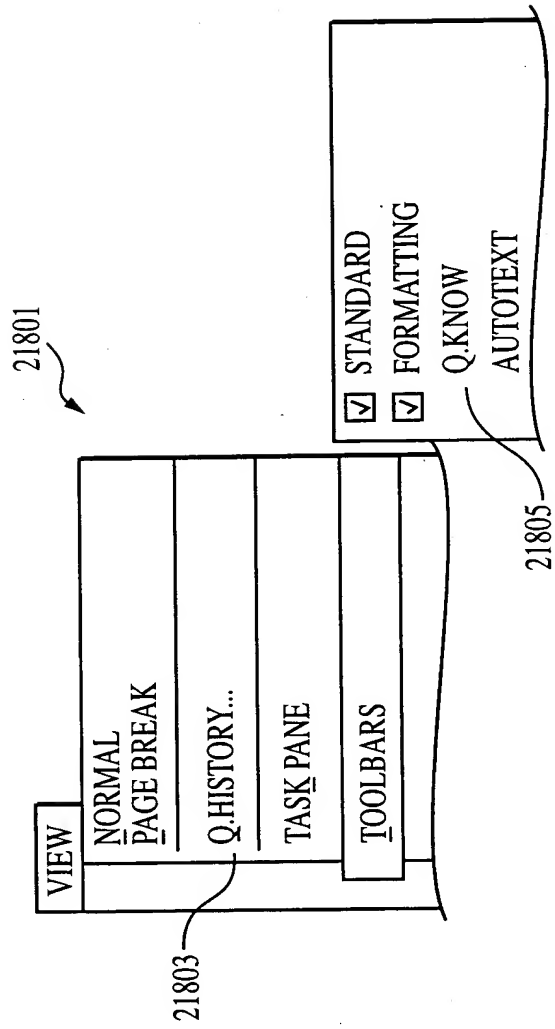


FIG. 218

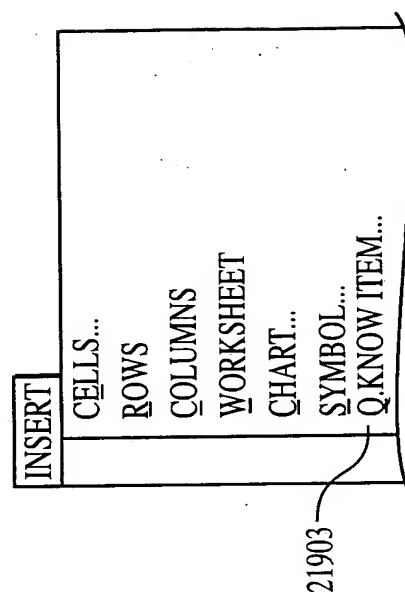


FIG. 219

TOOLS	SPELLING... ERROR CHECKING... SPEECH...	F7

FIG. 220

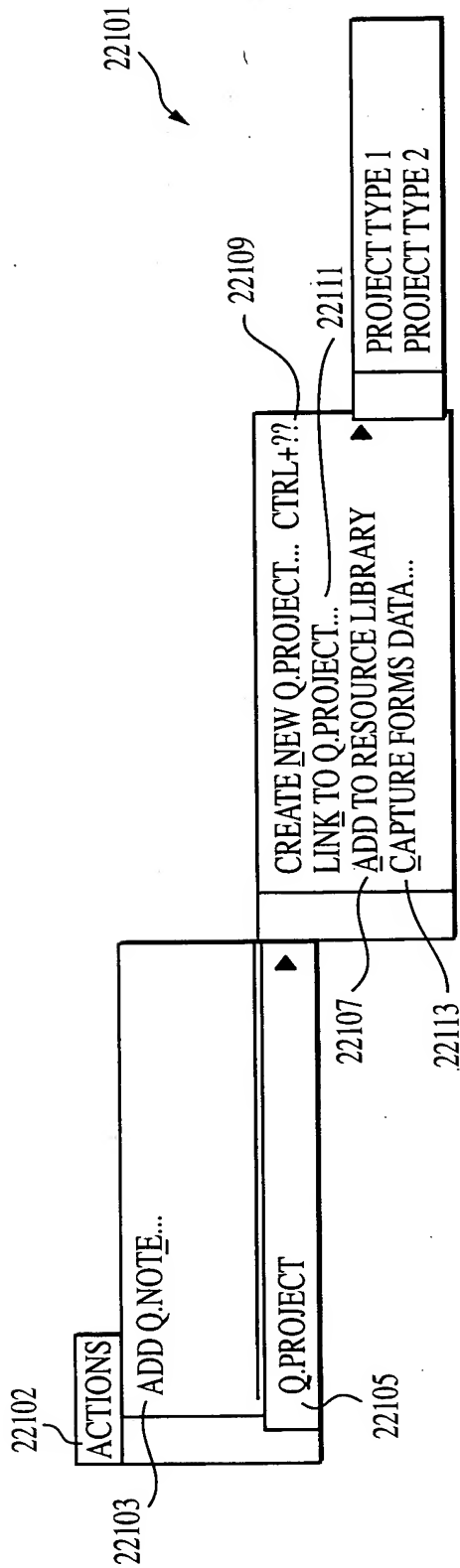
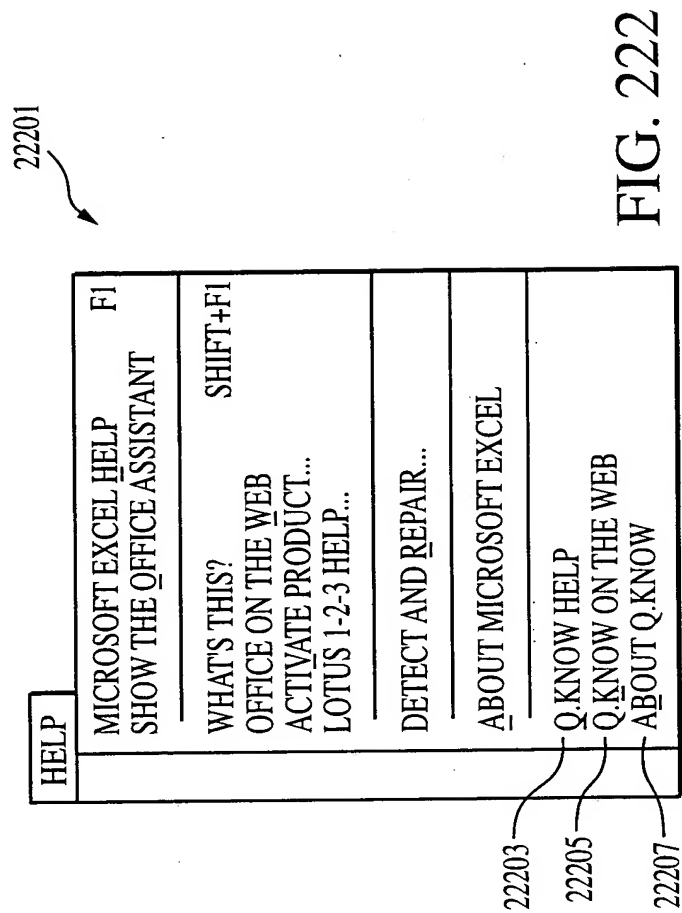


FIG. 221



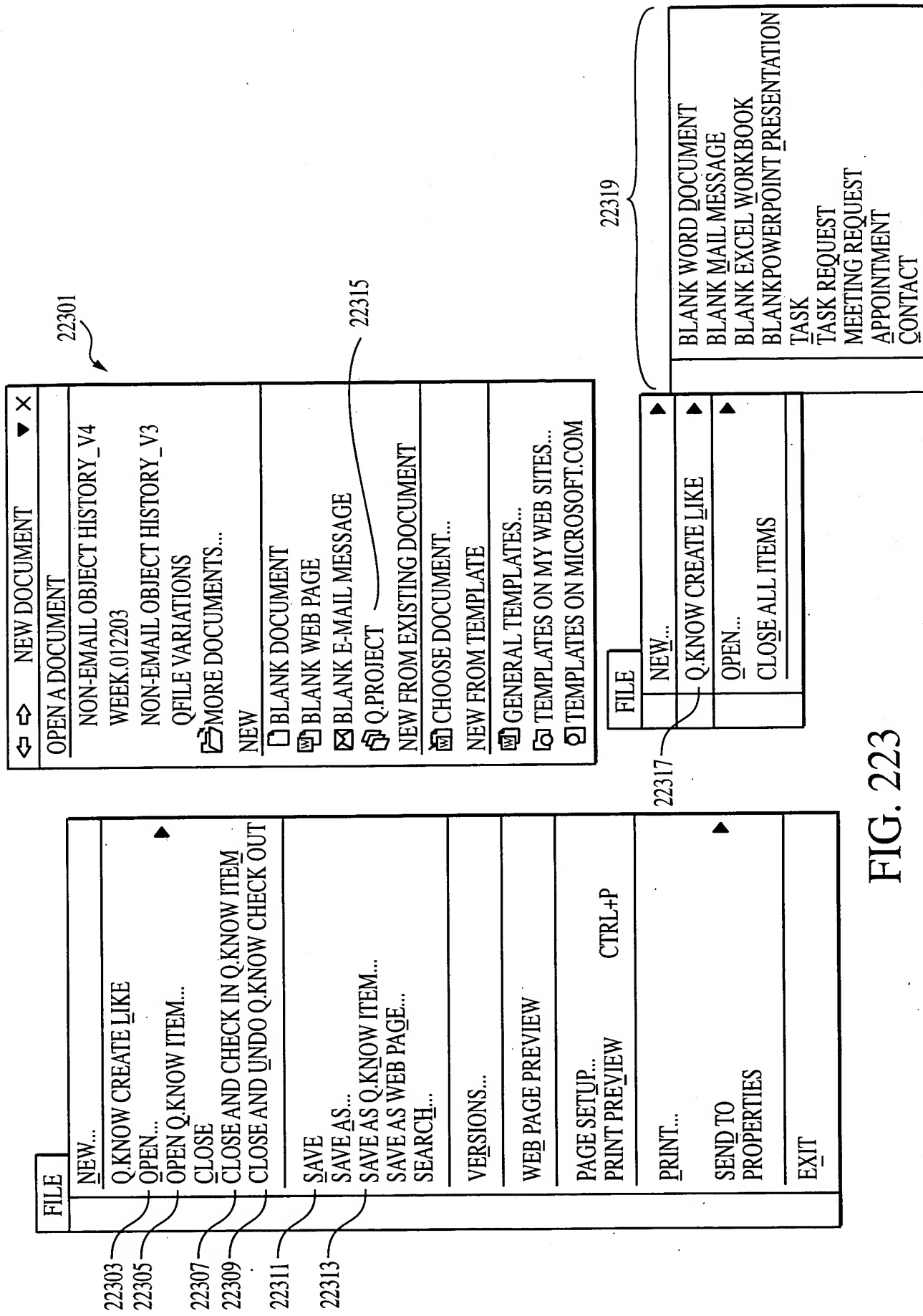


FIG. 223

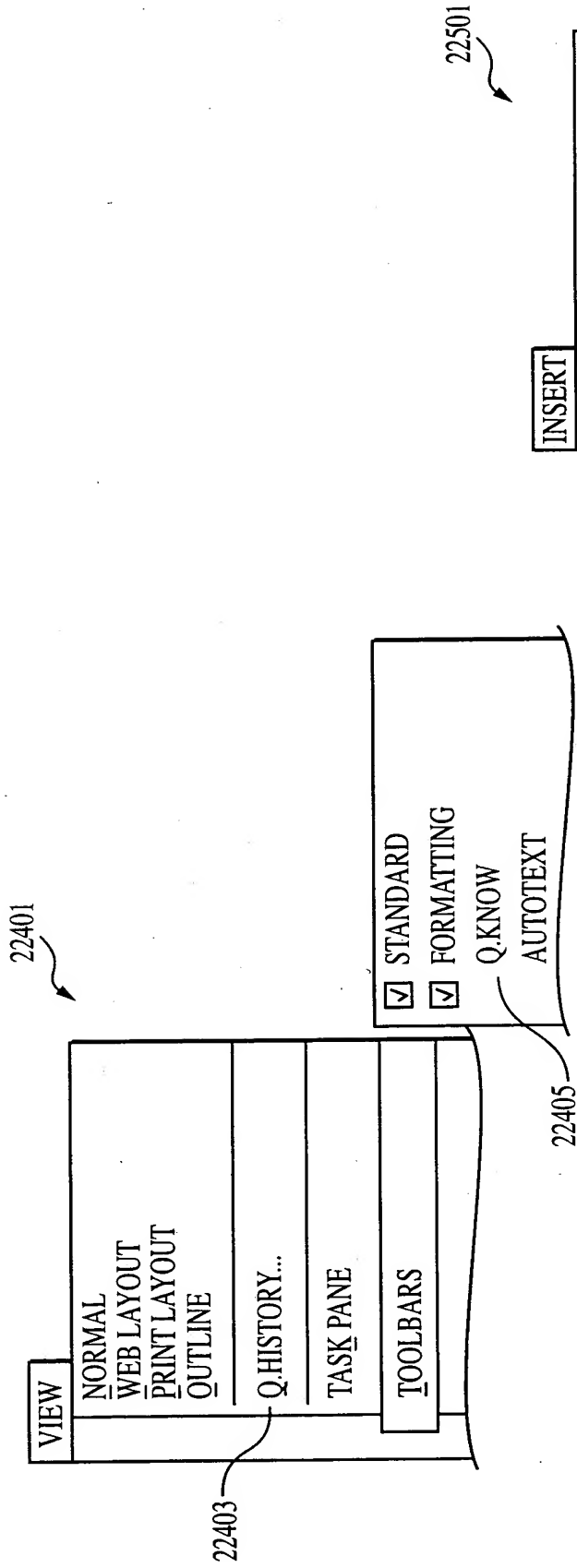


FIG. 224

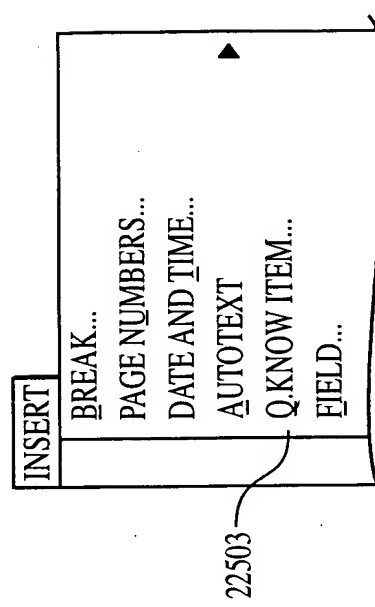


FIG. 225

TOOLS	
SPELLING AND GRAMMAR LANGUAGE WORD COUNT... AUTOSUMMARIZE... SPEECH...	Q.FIND... CTRL+?? ADVANCED Q.FIND... CTRL+?? Q.FIND LIKE... CTRL+??
TRACK CHANGES CTRL+SHIFT+E COMPARE AND MERGE DOCUMENTS... PROTECT DOCUMENT... ONLINE COLLABORATION	LETTERS AND MAILINGS
TOOLS ON THE WEB... MACRO TEMPLATES AND ADD-INS... AUTOCORRECT OPTIONS... CUSTOMIZE... OPTIONS... Q.KNOW PREFERENCES...	

FIG. 226

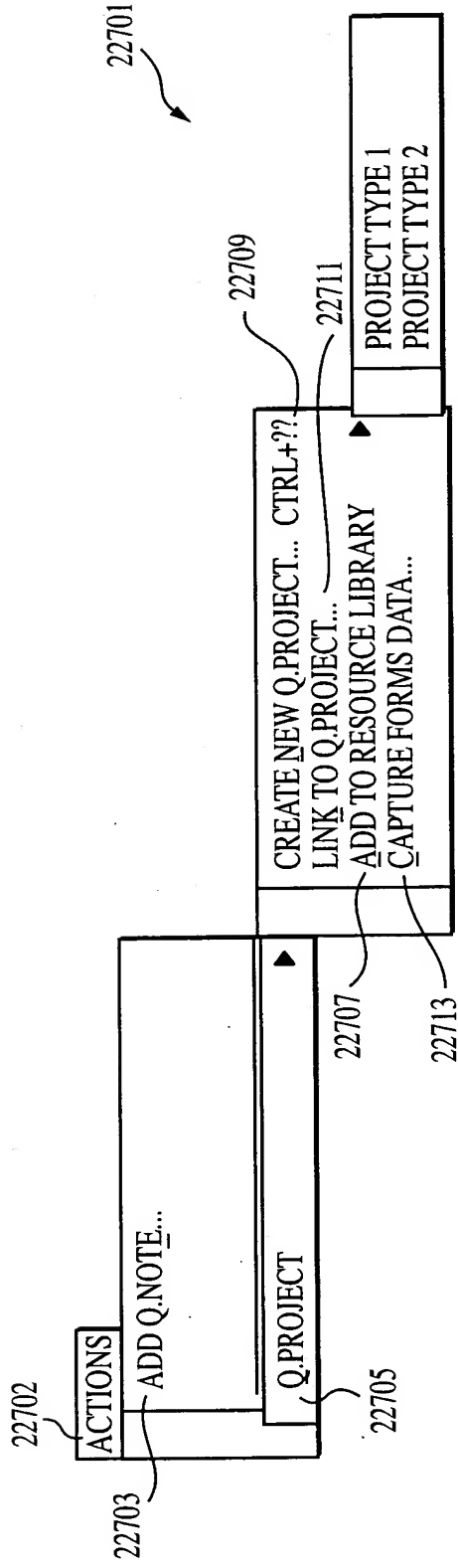


FIG. 227

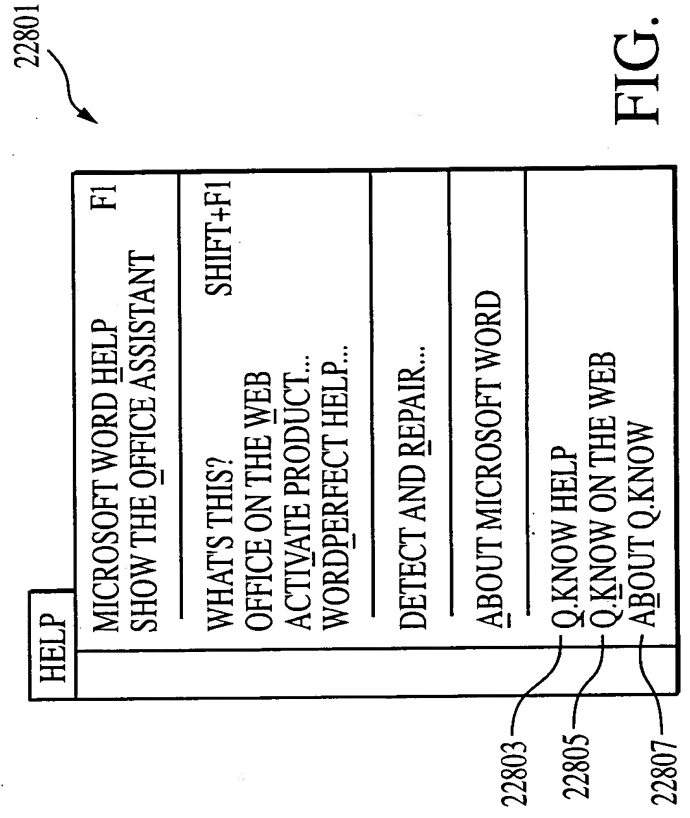


FIG. 228

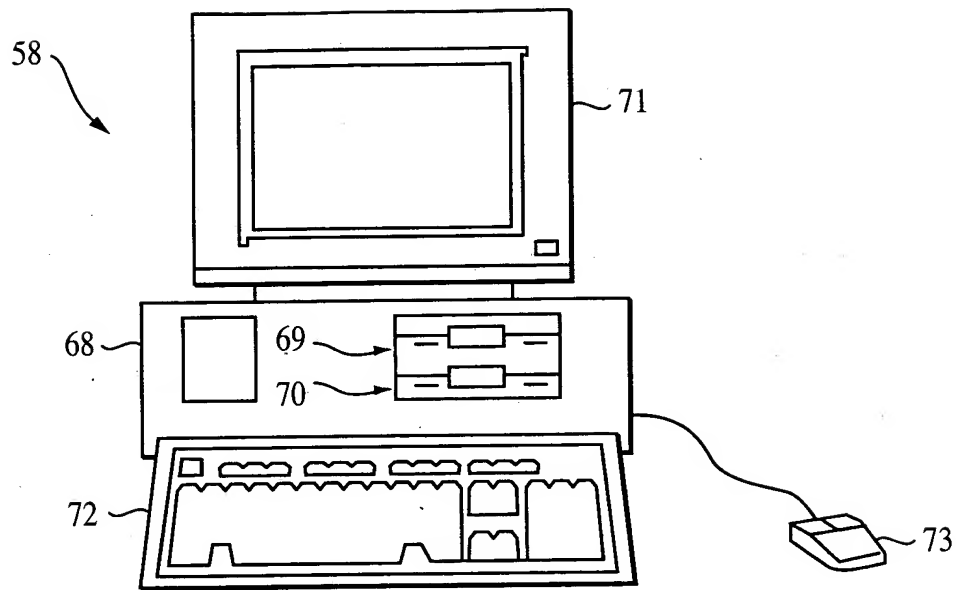


FIG. 229

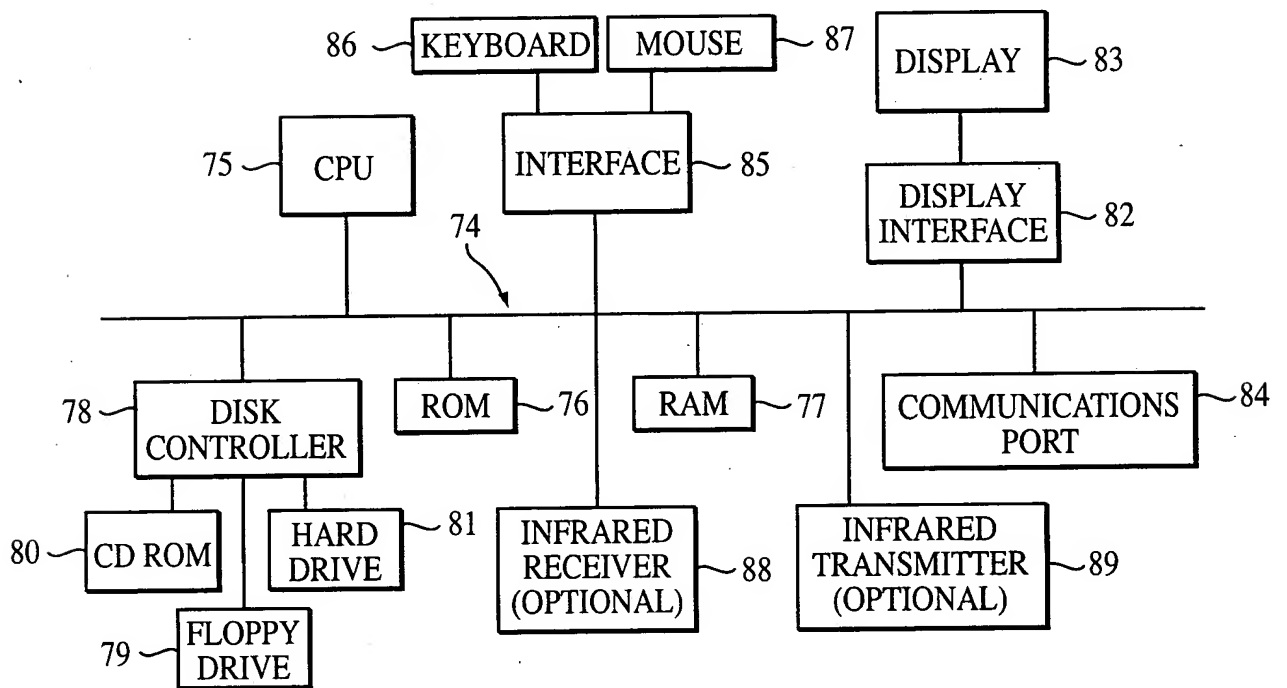


FIG. 230

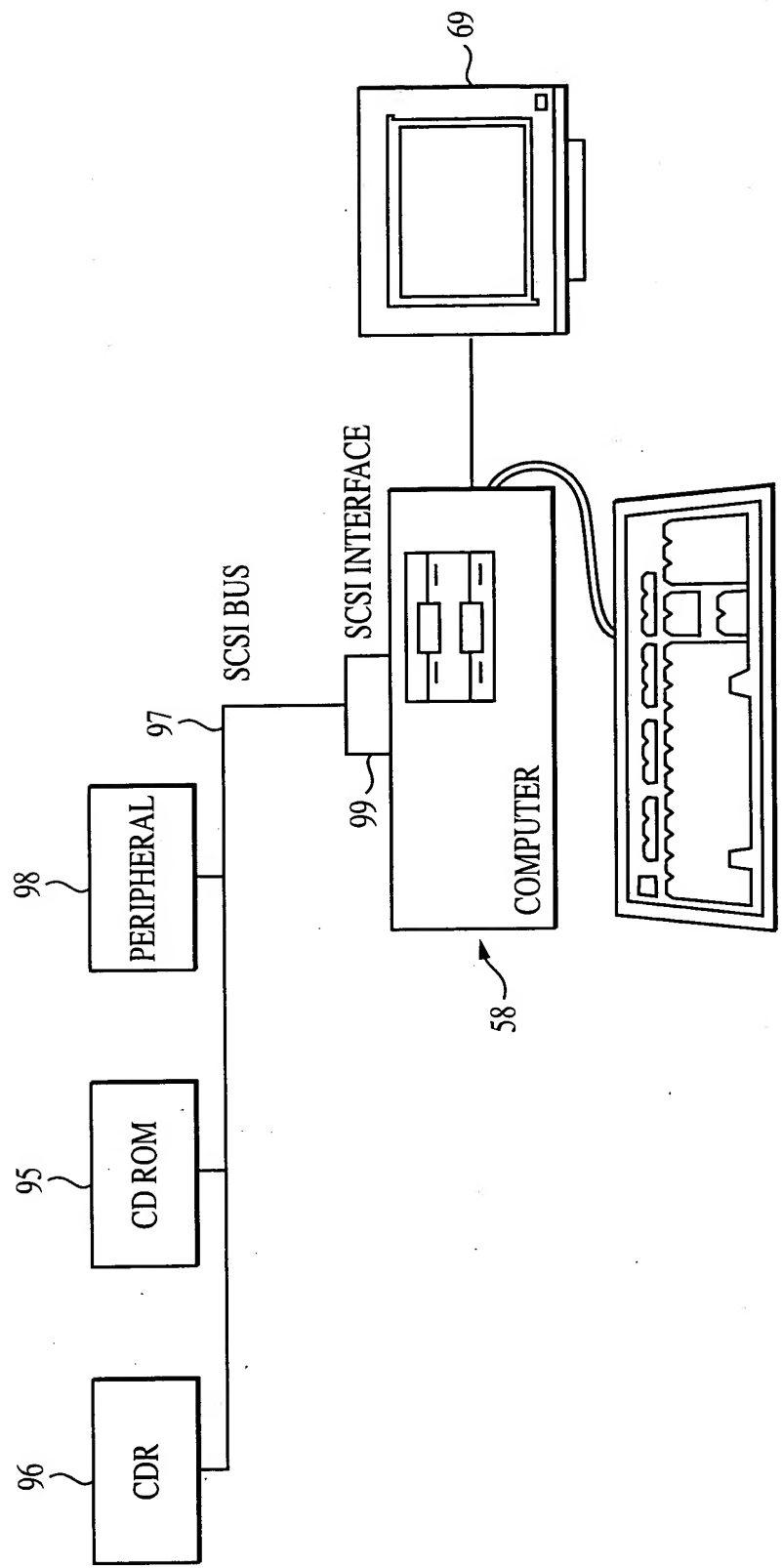
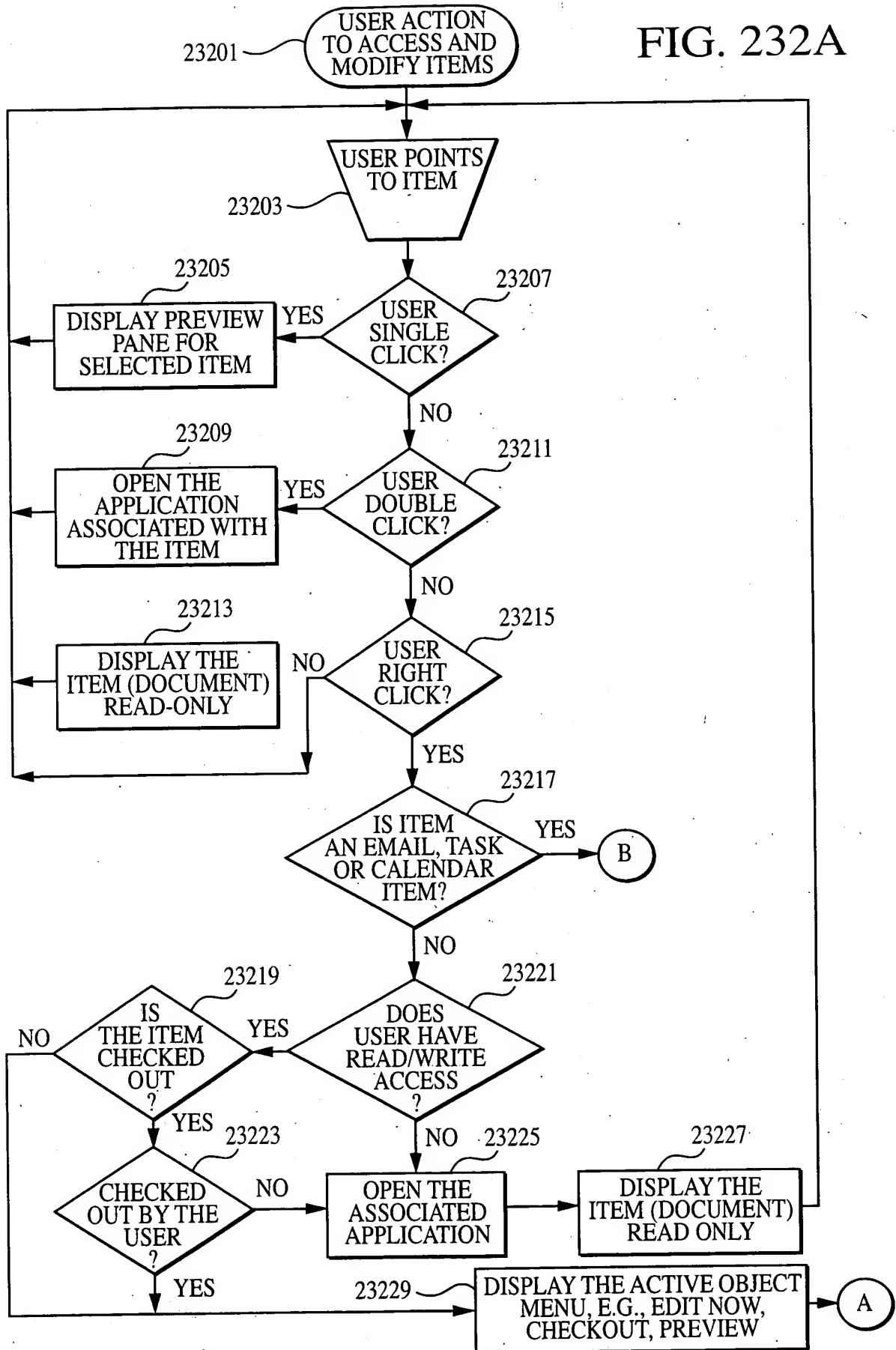


FIG. 231

FIG. 232A



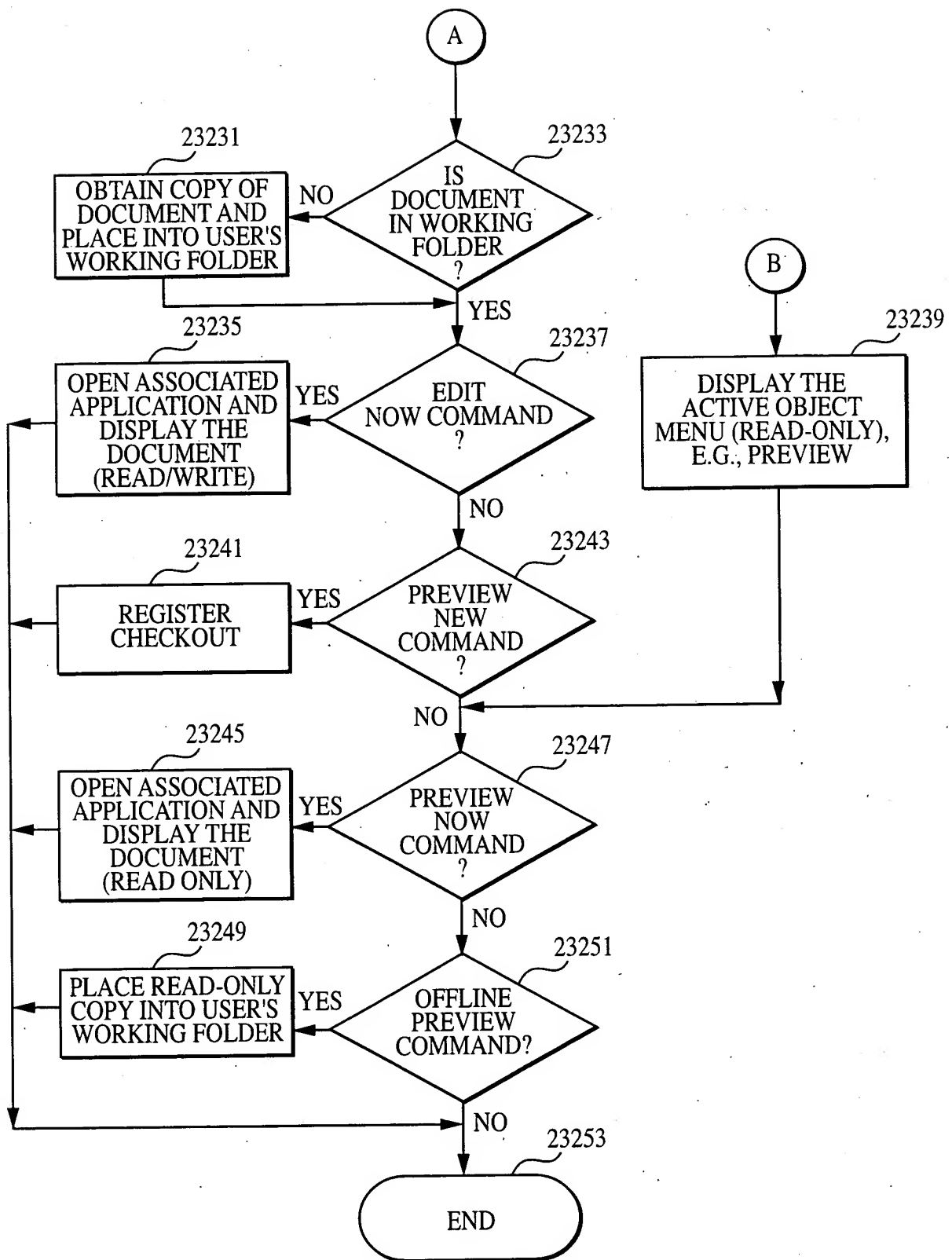


FIG. 232B

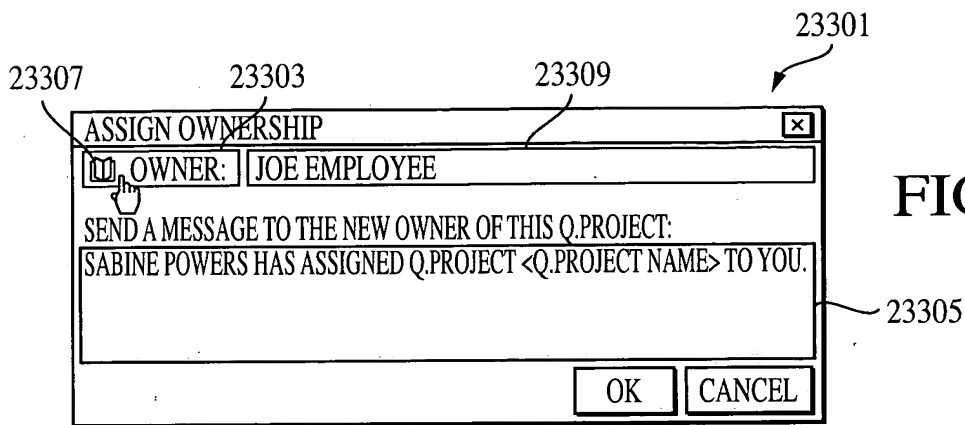


FIG. 233

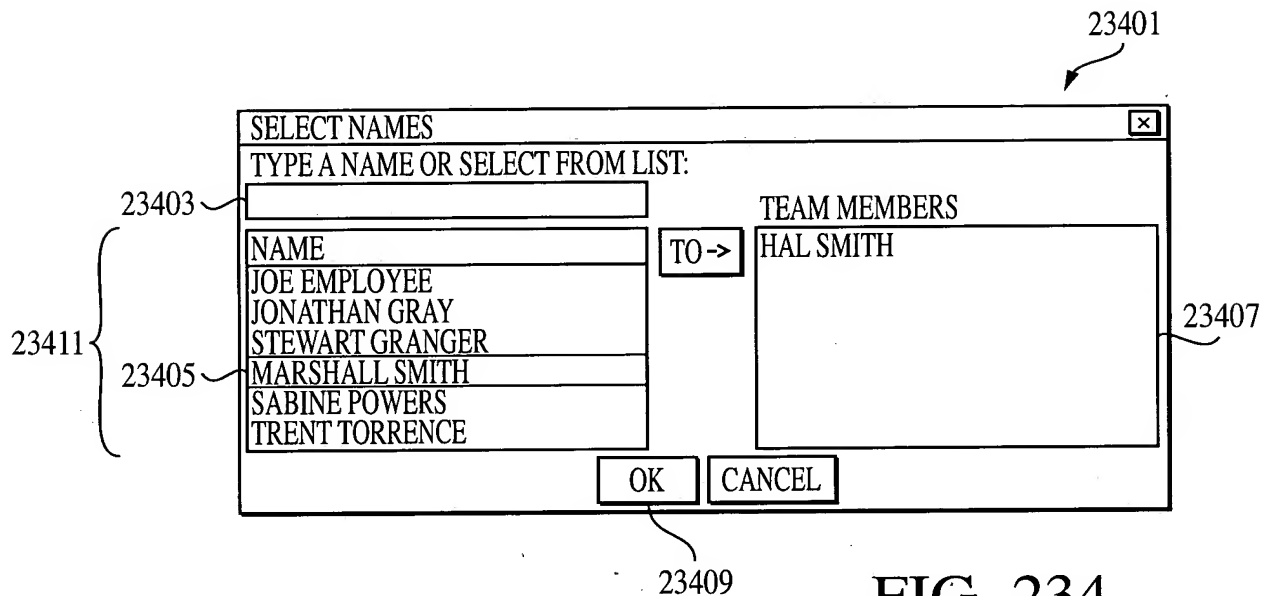


FIG. 234

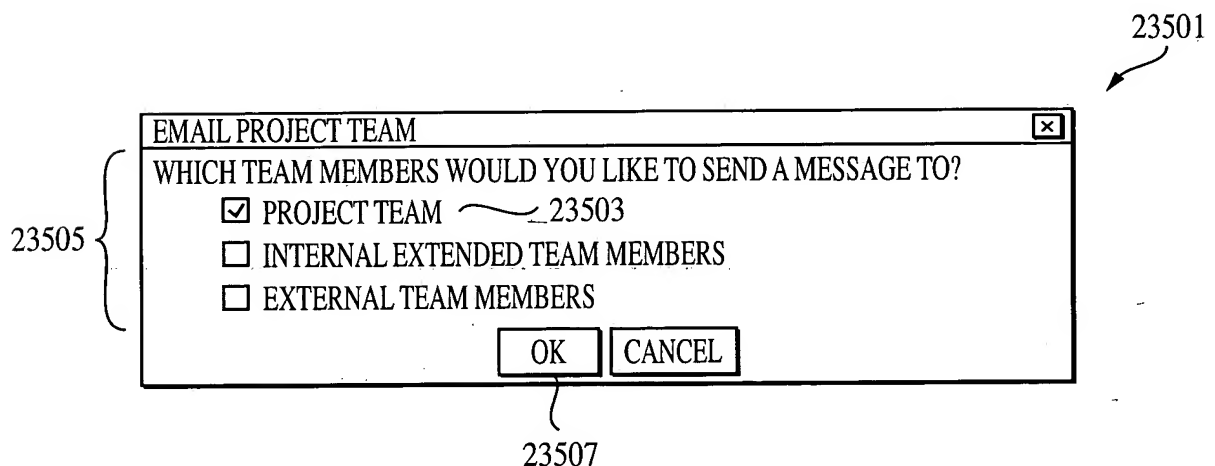


FIG. 235

23601

EDIT PROJECT TEAM

TO EDIT THE PROJECT TEAM...
NEXT TO EACH ROLE BELOW, SPECIFY THE NAME(S) OF THE PEOPLE WHO ARE IN THAT ROLE. LATER, YOU'LL BE ABLE TO ASSIGN TASKS TO THE WORKGROUP MEMBERS YOU ENTER HERE.

OWNER.*

JOE EMPLOYEE

23603

UNDERWRITING.*

CARL SHELBY

23605

LEGAL REP.*

SABINE POWERS

23607

FINANCE.*

HAL SMITH

23609

EXTENDED TEAM MEMBERS...

INTERNAL:

CLICK ADDRESS BOOK ICON TO EDIT.

23611

EXTERNAL:

CLICK ADDRESS BOOK ICON TO EDIT.

23613

EXTENDED TEAM MEMBERS ARE CONTACTS THAT SHOULD BE NOTIFIED OF KEY Q PROJECT MILESTONES, BUT DO NOT HAVE Q PROJECT RESPONSIBILITIES.

SAVE

CANCEL

23615 {

23617

FIG. 236

23701

23703

23705

23707

23713

23711

23709

SELECT EXTENDED TEAM MEMBERS

TYPE NAME OR SELECT FROM LIST:

SHOW: LINKED CONTACTS

JOE EMPLOYEE

JONATHAN GRAY

STEWART GRANGER

MARSHALL SMITH

SABINE POWERS

TRENT TORRENCE

▼

CREATE

Q.FIND TO ADD

TO ->

<- REMOVE

INTERNAL EXTENDED TEAM MEMBERS

HAL SMITH

OK

CANCEL

FIG. 237